

HOMESURE 247
APPLIANCE REPAIR & MAINTENANCE SERVICE PLAN
TERMS & CONDITIONS

Provided by: GG MARKETING LTD, trading as HOMESURE 247

Company Registration Number: 10429584

Registered Office:

B4 Elizabeth Court, Grove Road,
Bournemouth, Dorset, England, BH1 3DR

Customer Service & Correspondence Address:

Queensgate House,
48 Queen Street,
Exeter, Devon, EX4 3SR

Effective Date: 01/09/2026

Version: 1.0

1. ABOUT THESE TERMS & CONDITIONS

1.1 These Terms & Conditions apply to the HOMESURE 247 Appliance Repair & Maintenance Service Plan (the “**Service Plan**”).

1.2 The Service Plan is provided by **GG MARKETING LTD**, trading as **HOMESURE 247** (“HOMESURE 247”, “we”, “us” or “our”).

1.3 These Terms & Conditions, together with your personalised **Customer Welcome & Service Agreement**, form the agreement between you and HOMESURE 247.

1.4 Your Customer Welcome & Service Agreement sets out your individual Plan, monthly payment, Plan Start Date, registered appliances and other customer-specific information.

1.5 These Terms & Conditions explain how the Service Plan operates, including eligibility requirements, service benefits, exclusions, payments, repairs, cancellation and other important provisions.

1.6 Please read these Terms & Conditions carefully and keep a copy for your records.

1.7 Nothing in these Terms & Conditions affects any statutory rights you have under applicable consumer law.

2. COMPANY DETAILS

2.1 The Service Plan is provided by: **GG MARKETING LTD**
Trading as **HOMESURE 247**
Company Registration Number: **10429584**

2.2 Our registered office is: **B4 Elizabeth Court, Grove Road, Bournemouth, Dorset, England, BH1 3DR**

2.3 Our customer service and correspondence address is: **Queensgate House, 48 Queen Street, Exeter, Devon, EX4 3SR**

2.4 Our details are:

Telephone: 0800 075 1663

Email: hello@homesure247.co.uk

Website: www.homesure247.co.uk

2.5 The Exeter address is provided as a customer service and correspondence address. It does not replace or change the company's registered office.

3. YOUR SERVICE PLAN

3.1 HOMESURE 247 provides access to appliance repair and maintenance services and benefits according to the Plan selected by you.

3.2 Your selected Plan is shown in your Customer Welcome & Service Agreement.

3.3 HOMESURE 247 currently offers the following Plans:

STANDARD PLAN - £24.95 PER MONTH

The Standard Plan includes:

- Fault diagnosis;
- Eligible labour costs;
- Up to 3 registered appliances;
- Target response within 48 hours;
- Up to 3 eligible call-outs per 12-month Plan Year.

The Standard Plan does not include:

- Replacement appliances;
- Replacement parts unless otherwise agreed;
- Accidental damage.

ESSENTIAL PLAN -£33.95 PER MONTH

The Essential Plan includes:

- Fault diagnosis;
- Eligible labour costs;
- Standard eligible replacement parts;
- Up to 5 registered appliances;
- Target response within 24 hours;
- Unlimited eligible call-outs.

The Essential Plan does not include:

- Accidental damage;
- Replacement appliances.

PREMIUM PLAN -£42.95 PER MONTH

The Premium Plan includes:

- Eligible breakdown repair;
- Eligible parts and labour;
- Unlimited eligible call-outs;
- Target response within 12 hours;
- Accidental Damage Repair Benefit for eligible appliances;
- Replacement Benefit where the applicable requirements are met.

Premium replacement is subject to a maximum replacement value of **£500**.

3.4 Benefits are subject to these Terms & Conditions and the specific terms of your Customer Welcome & Service Agreement.

4. DEFINITIONS

For these Terms & Conditions:

“Customer” means the person who enters into the Service Plan with HOMESURE 247.

“Agreement” means your Customer Welcome & Service Agreement together with these Terms & Conditions.

“Plan” or “Service Plan” means the HOMESURE 247 appliance repair and maintenance service selected by you.

“Plan Start Date” means the date shown in your Customer Welcome & Service Agreement on which your Service Plan begins.

“Registered Appliance” means an appliance accepted and recorded by HOMESURE 247 as being covered under your Service Plan.

“Repair Request” means a request for assistance concerning an appliance.

“Repair Event” means an approved repair matter relating to a particular fault, breakdown or covered damage event.

“Call-Out” means an authorised engineer attendance arranged by HOMESURE 247 following an eligible Repair Request.

“Plan Year” means each 12-month period beginning on your Plan Start Date or the applicable anniversary of that date.

“Excess” means an amount payable by you in connection with an approved Repair Event where these Terms & Conditions specify that an excess applies.

“Accidental Damage” means sudden and unexpected physical damage caused by an unintentional event occurring after the Plan Start Date, subject to the exclusions in these Terms & Conditions.

5. CUSTOMER WELCOME & SERVICE AGREEMENT

5.1 Your Customer Welcome & Service Agreement is an important part of your Agreement.

5.2 It will normally identify:

- Your name and contact details;
- Your Customer Agreement Number;
- Your selected Plan;
- Your monthly payment;
- Your Plan Start Date;
- Your registered appliances;
- Your payment method;
- Your applicable service benefits.

5.3 You should check the information in your Customer Welcome & Service Agreement and tell us promptly if any information is incorrect.

5.4 Only appliances accepted and registered under your Service Plan are eligible for service.

6. APPLIANCE ELIGIBILITY

6.1 An appliance must meet our eligibility requirements when it is added to the Service Plan.

6.2 Unless HOMESURE 247 expressly agrees otherwise, an appliance must:

- Be no more than 8 years old when added to the Service Plan;
- Be in working order when added;

- Be used primarily for normal domestic purposes;
- Be located at the address registered with HOMESURE 247.

6.3 The following are not normally eligible:

- Appliances with pre-existing faults;
- Appliances with pre-existing damage;
- Appliances that were not in working order when added;
- Second-hand appliances, unless expressly accepted by HOMESURE 247;
- Appliances primarily used for commercial, industrial or business purposes;
- Appliances that have been materially modified without appropriate authorisation.

6.4 HOMESURE 247 may request reasonable information to establish an appliance's age, condition, ownership, location or eligibility.

7. PRE-EXISTING FAULTS AND DAMAGE

7.1 The Service Plan does not cover faults, defects or damage that existed before the Plan Start Date.

7.2 This includes faults or damage that:

- Were known to you before joining;
- Were already present before the appliance was registered;
- Were reasonably apparent before the Plan Start Date;
- Were concealed or not disclosed when the appliance was added.

7.3 Paying an applicable Excess does not make an otherwise excluded fault or appliance eligible.

7.4 Where reasonable evidence indicates that a fault or damage existed before the Plan Start Date, HOMESURE 247 may decline the Repair Request.

8. THE FIRST 45 DAYS

8.1 During the first **45 days** from your Plan Start Date, a **£100 Excess** applies to each approved Repair Event.

8.2 The first-45-day Excess applies to:

- Standard;
- Essential; and
- Premium Plans.

8.3 The Excess applies only where the Repair Event itself is approved under the Service Plan.

8.4 Payment of the Excess does not automatically make an excluded repair eligible.

8.5 Pre-existing faults, pre-existing damage and other excluded matters remain excluded even where the customer is willing to pay the Excess.

8.6 Where a Premium Accidental Damage event occurs during the first 45 days, only one £100 Excess will normally apply to the same approved Repair Event. The customer will not normally be charged two separate £100 Excess payments for the same incident.

9. REQUESTING A REPAIR

9.1 If you experience a problem with a Registered Appliance, contact HOMESURE 247 using the customer service details provided in your Customer Welcome & Service Agreement.

9.2 We may ask you for information including:

- Your Customer Agreement Number;
- The appliance affected;
- The make and model;
- The nature of the fault or damage;
- When the problem first occurred;
- Any relevant photographs or supporting information;
- Whether the appliance remains safe to use.

9.3 We will assess the Repair Request and determine whether it appears to meet the requirements of your Service Plan.

9.4 Where appropriate, we will arrange an engineer attendance.

9.5 You must not arrange an unauthorised repair and assume that HOMESURE 247 will automatically reimburse the cost.

9.6 Where emergency action is reasonably necessary to prevent immediate danger or significant property damage, you should prioritise safety and contact the appropriate emergency service where necessary, followed by HOMESURE 247 as soon as reasonably practicable.

10. ENGINEER ATTENDANCE

10.1 Where a Repair Request is approved, HOMESURE 247 may arrange an engineer or suitably qualified service provider.

10.2 You must provide reasonable access to the appliance and property at the agreed appointment time.

10.3 You must ensure the appliance is reasonably accessible and safe for inspection.

10.4 If an engineer cannot reasonably access the appliance or property because of circumstances within your control, the appointment may need to be rearranged.

10.5 If an engineer identifies that the appliance or Repair Request is not eligible under the Service Plan, the repair may not be carried out under the Plan.

10.6 Where reasonably necessary, more than one engineer visit may be required to complete the same approved Repair Event.

11. RESPONSE TARGETS

11.1 Our target response times are:

Plan	Target Response
Standard	Within 48 hours
Essential	Within 24 hours
Premium	Within 12 hours

11.2 These are **response targets and not guaranteed repair-completion times**.

11.3 A response means that HOMESURE 247 has responded to or taken reasonable steps to progress your Repair Request.

11.4 Actual attendance or repair times may be affected by circumstances including:

- Engineer availability;
- Your location;
- Availability of replacement parts;

- Manufacturer or supplier availability;
 - Weather;
 - Access to the property;
 - Safety considerations;
 - Circumstances outside our reasonable control.
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12. CALL-OUT ENTITLEMENTS

12.1 A Call-Out means an authorised engineer attendance arranged following an eligible Repair Request.

12.2 Telephone enquiries, troubleshooting advice or general customer service communications do not normally count as a Call-Out.

Standard Plan

12.3 The Standard Plan includes up to **3 eligible Call-Outs per Plan Year**.

12.4 Once the 3 included Call-Outs have been used, additional Call-Outs may be available at **£100 per additional Call-Out**, subject to your agreement before the additional attendance is arranged.

Essential and Premium Plans

12.5 The Essential and Premium Plans provide **unlimited eligible Call-Outs**.

12.6 “Unlimited” means there is no fixed numerical limit on eligible service requests.

12.7 However, every Repair Request must still:

- Relate to a Registered Appliance;
- Relate to a fault or damage covered by the relevant Plan;
- Meet the eligibility requirements;
- Relate to normal domestic use; and
- Be a genuine request for service.

12.8 Unlimited Call-Outs do not mean that excluded repairs or excluded appliances become covered.

12.9 Where an engineer needs to attend more than once to complete the same approved Repair Event, for example because a part needs to be ordered, the additional visit will normally be treated as part of the same Repair Event.

13. REPAIR SERVICES

13.1 Where a Repair Request is approved, HOMESURE 247 will arrange or provide the applicable repair service in accordance with the selected Plan.

13.2 Repairs may include diagnosis, labour and parts where those items are included in your Plan.

13.3 We will normally attempt to repair an eligible appliance before considering replacement.

13.4 A repair may involve:

- Diagnosis;
- Adjustment;
- Replacement of eligible components;
- Further engineer attendance;

- Testing following repair.

13.5 We do not guarantee that every appliance can be repaired.

13.6 If a repair cannot reasonably be completed, further action will be considered in accordance with the applicable Plan.

14. PARTS AND LABOUR

Standard Plan

14.1 The Standard Plan includes eligible fault diagnosis and labour.

14.2 Replacement parts are not included unless HOMESURE 247 expressly agrees otherwise.

Essential Plan

14.3 The Essential Plan includes eligible fault diagnosis, labour and standard eligible replacement parts.

Premium Plan

14.4 The Premium Plan includes eligible breakdown repairs, parts and labour, subject to these Terms & Conditions.

14.5 Parts must be reasonably appropriate for the repair and may be supplied by HOMESURE 247 or an appointed service provider.

14.6 We do not guarantee that an identical manufacturer part will always be available.

14.7 Where an original part is unavailable, an appropriate compatible part may be used where reasonably suitable.

15. REPAIR BEFORE REPLACEMENT

15.1 HOMESURE 247 will normally attempt to repair an eligible appliance before considering replacement under the Premium Plan.

15.2 Replacement may be considered where:

- The appliance cannot reasonably be repaired;
- The appliance cannot safely be repaired;
- Suitable replacement parts are no longer reasonably available;
- An eligible repair is not reasonably practical; or
- Other circumstances make replacement more appropriate.

15.3 Replacement is not an automatic entitlement simply because a repair is inconvenient, delayed or expensive.

16. PREMIUM PLAN -REPLACEMENT BENEFIT

16.1 The Premium Plan may provide a replacement appliance where an eligible appliance cannot reasonably be repaired and the replacement requirements under these Terms & Conditions are met.

16.2 The maximum replacement value is **£500 per eligible replacement**.

16.3 Where replacement is approved, the replacement appliance will normally be:

- New;
- Of a similar type;
- Of broadly similar functionality; and
- A reasonable replacement for the original appliance.

16.4 We cannot guarantee that the replacement will have:

- The same manufacturer;
- The same model;
- The same colour;
- The same dimensions;
- The same appearance; or
- Identical technical specifications.

16.5 HOMESURE 247 does not provide cash settlements instead of an approved replacement.

16.6 A replacement appliance exceeding the applicable maximum value will not automatically entitle the customer to the additional cash difference.

16.7 Any replacement remains subject to the eligibility requirements and exclusions of the Service Plan.

17. PREMIUM PLAN -ACCIDENTAL DAMAGE BENEFIT

17.1 The Premium Plan includes an Accidental Damage Repair Benefit for eligible Registered Appliances.

17.2 For the purposes of this Service Plan, Accidental Damage generally means sudden and unexpected physical damage caused by an unintentional event occurring after the Plan Start Date.

17.3 Each Repair Request will be assessed individually.

17.4 An approved Accidental Damage Repair Event is subject to a **£100 Excess**.

17.5 Where the accidental damage occurs during the first 45 days, the £100 first-45-day Excess and the accidental-damage Excess will not normally be charged twice for the same approved Repair Event.

18. ACCIDENTAL DAMAGE EXCLUSIONS

18.1 Accidental Damage does not normally include:

- Pre-existing damage;
- Deliberate or intentional damage;
- Damage caused deliberately or recklessly;
- Gradual deterioration;
- Normal wear and tear;
- Neglect;
- Improper use;
- Misuse;
- Cosmetic damage that does not affect normal operation;
- Damage caused by unauthorised repairs;
- Damage caused by unauthorised modifications;
- Damage arising from commercial or industrial use.

18.2 HOMESURE 247 may request reasonable evidence concerning the circumstances in which accidental damage occurred.

18.3 The Accidental Damage Benefit does not remove the other eligibility requirements of the Premium Plan.

19. GENERAL SERVICE EXCLUSIONS

19.1 Unless expressly stated otherwise, the Service Plan does not cover:

- Pre-existing faults;
- Pre-existing damage;
- Appliances that do not meet eligibility requirements;
- Commercial or industrial use;
- Deliberate damage;
- Fraudulent or misleading Repair Requests;
- Unauthorised repairs;
- Unauthorised modifications;
- Cosmetic issues that do not affect normal operation;
- Normal wear and tear where the matter is not an eligible breakdown or covered event;
- Consumables or routine replacement items unless specifically included;
- Damage resulting from improper installation where the installation was not carried out appropriately;
- Damage resulting from misuse;
- Damage resulting from negligence;
- Loss of an appliance;
- Theft of an appliance;
- Damage caused by circumstances outside the scope of the selected Plan.

19.2 The following home services are not included unless expressly added to your Agreement:

- Boilers;
 - Plumbing;
 - Electrical systems;
 - General home emergencies;
 - Building repairs;
 - Structural repairs;
 - Central heating systems;
 - Non-appliance household systems.
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20. CUSTOMER RESPONSIBILITIES

20.1 You are responsible for:

- Providing accurate information;
- Providing accurate appliance details;
- Taking reasonable care of your appliances;
- Following manufacturer instructions;
- Using appliances appropriately;
- Reporting faults honestly;
- Providing reasonable access for engineers;
- Keeping your contact details up to date;
- Keeping payment details valid;
- Taking reasonable steps to prevent further damage where safe to do so.

20.2 You must not:

- Deliberately cause damage;
- Deliberately worsen an existing fault;
- Provide false or misleading information;
- Submit a fraudulent Repair Request;
- Arrange unauthorised repairs and expect automatic reimbursement;
- Interfere with an engineer's work;
- Abuse, threaten or intimidate our employees, contractors or engineers.

20.3 Serious or repeated misuse of the Service Plan may result in cancellation in accordance with these Terms & Conditions and applicable law.

21. MONTHLY PAYMENTS

21.1 Your monthly payment is shown in your Customer Welcome & Service Agreement.

21.2 Payments are normally collected monthly by Direct Debit.

21.3 Your Direct Debit will be established according to your selected Plan and agreed payment arrangements.

21.4 You must ensure that sufficient funds are available for your agreed payment.

21.5 The monthly payment does not mean that your Service Plan is a month-to-month contract during the initial Agreement period. Your initial Agreement period is 12 months unless your statutory rights or another provision of these Terms & Conditions provides otherwise.

21.6 After the initial 12-month Agreement period, the Service Plan continues on a monthly rolling basis unless cancelled in accordance with these Terms & Conditions.

22. DIRECT DEBIT GUARANTEE

The Direct Debit Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

If there are any changes to the amount, date or frequency of your Direct Debit, HOMESURE 247 will notify you in advance of your account being debited, as agreed with you.

If an error is made in the payment of your Direct Debit by HOMESURE 247 or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.

If you receive a refund you are not entitled to, you must pay it back when HOMESURE 247 asks you to.

You can cancel a Direct Debit at any time by contacting your bank or building society. Written confirmation may be required. Please also notify HOMESURE 247.

Important: The Direct Debit Guarantee relates specifically to the Direct Debit payment instruction. It does not itself cancel your underlying HOMESURE 247 Service Plan or remove amounts that may otherwise be properly payable under the Agreement.

23. FAILED PAYMENTS

23.1 If a monthly payment cannot be collected, we may contact you to resolve the matter.

23.2 We may ask you to:

- Confirm your payment details;

- Update your payment information;
- Arrange payment of an outstanding amount.

23.3 If two consecutive monthly payments fail and remain unpaid following reasonable attempts to contact you, HOMESURE 247 may suspend the Service Plan.

23.4 If the payment issue remains unresolved, HOMESURE 247 may cancel the Service Plan in accordance with these Terms & Conditions and applicable law.

23.5 We will not use a failed payment provision to remove any statutory rights you may have.

23.6 Any amount properly due for services already provided remains payable, subject to your statutory rights and any applicable refund or cancellation provisions.

24. INITIAL 12-MONTH AGREEMENT PERIOD

24.1 Your Service Plan has an initial Agreement period of **12 months** beginning on the Plan Start Date.

24.2 Payments are made monthly by Direct Debit.

24.3 The fact that payments are collected monthly does not change the agreed initial 12-month period.

24.4 Statutory cancellation rights continue to apply where applicable.

24.5 Nothing in this section prevents you from exercising a statutory right to cancel or any other cancellation right expressly provided under these Terms & Conditions.

25. CONTINUATION AFTER THE INITIAL PERIOD

25.1 At the end of the initial 12-month Agreement period, your Service Plan will continue on a monthly rolling basis unless cancelled.

25.2 You will not be required to enter into another 12-month minimum period simply because your initial Agreement period has ended.

25.3 You may cancel the continuing monthly Service Plan in accordance with the cancellation arrangements set out below.

25.4 We may provide reasonable reminders or information concerning continuation and cancellation where appropriate.

26. CANCELLATION BY THE CUSTOMER

26.1 Your statutory cancellation rights are not affected by these Terms & Conditions.

26.2 Where your Agreement was entered into by a method that gives you a statutory cooling-off or cancellation period, you may exercise those rights in accordance with applicable law.

26.3 For applicable distance or off-premises service contracts, this will generally include a 14-day cancellation period beginning when the contract is entered into, subject to the applicable legal rules and exceptions.

26.4 You do not have to provide a reason when exercising a statutory cancellation right.

26.5 You may cancel by contacting HOMESURE 247 using the contact details in your Agreement or by any other legally valid method.

26.6 If you expressly request that the Service Plan or a service under it begins during an applicable statutory cancellation period, and you subsequently cancel during that period, HOMESURE 247 may be entitled to receive a proportionate amount for services properly supplied before cancellation, where permitted by law.

26.7 If the applicable statutory cancellation rules require a service to be treated differently, those statutory rules will apply.

26.8 After the initial 12-month Agreement period, you may cancel your monthly rolling Service Plan by contacting HOMESURE 247.

26.9 We will confirm the effective cancellation date and any final amount properly payable.

26.10 We will not automatically require payment of all remaining monthly payments simply because you request cancellation.

26.11 Where a cancellation occurs before the end of the initial Agreement period and no statutory cancellation right applies, any amount that may properly be due will be assessed in accordance with the Agreement, applicable law and the fairness requirements applicable to consumer contracts.

27. CANCELLATION BY HOMESURE 247

27.1 We may suspend or cancel the Service Plan where there is a legitimate and reasonable basis to do so, including:

- Serious or repeated non-payment;
- Fraudulent activity;
- Deliberately misleading information;
- Deliberate damage;
- Repeated misuse of the Service Plan;
- Serious or abusive behaviour towards our staff or service providers;
- Circumstances making provision of the Service Plan unlawful or genuinely impossible.

27.2 Where reasonably possible, we will provide notice and an opportunity to resolve the issue before cancellation.

27.3 We may cancel without prior notice where immediate action is reasonably necessary because of serious fraud, unlawful conduct, serious safety concerns or other serious circumstances.

27.4 If we cancel the Agreement for reasons that are not your fault and applicable law requires a refund, we will provide the appropriate refund.

27.5 Nothing in this section limits any statutory rights you may have.

28. REFUNDS

28.1 Refunds will be dealt with in accordance with applicable law and these Terms & Conditions.

28.2 If you have been incorrectly charged, please contact us as soon as possible.

28.3 Where a refund is due, we will normally return the relevant amount using an appropriate payment method.

28.4 We will not retain amounts where there is no lawful or contractual basis to do so.

28.5 Where a statutory cancellation right applies and the customer has properly exercised that right, any refund will be handled in accordance with the applicable statutory requirements.

28.6 Where services have been expressly requested to begin during an applicable cancellation period, any permitted proportionate charge for services already supplied may be taken into account.

29. PAYMENT DISPUTES

29.1 If you believe a payment has been taken incorrectly, please contact HOMESURE 247 promptly.

29.2 You should contact us if:

- The amount collected is incorrect;
- A payment was collected on an incorrect date;
- You believe a payment was collected more than once;
- You have a Direct Debit query;
- You believe a refund is due.

29.3 We will investigate payment queries fairly.

29.4 Contacting HOMESURE 247 does not remove or limit any statutory payment protections available to you.

29.5 The Direct Debit Guarantee remains separately applicable to qualifying Direct Debit errors.

30. COMPLAINTS

30.1 We aim to provide a high standard of customer service.

30.2 If you are unhappy with any aspect of our service, please contact us and give us the opportunity to investigate your concerns.

30.3 Please provide:

- Your name;
- Your Customer Agreement Number;
- Details of your complaint;
- Relevant dates;
- Any supporting information;
- Your preferred method of contact.

30.4 Complaints should be sent to:

HOMESURE 247 Customer Services

Queensgate House
48 Queen Street
Exeter
Devon
EX4 3SR

Email: customersupport@homesure247.co.uk

Telephone: 0800 075 1663

30.5 We will investigate complaints and provide a response within a reasonable period appropriate to the nature of the complaint.

30.6 Nothing in this complaints procedure prevents you from exercising any statutory rights or seeking independent advice.

31. CHANGES TO YOUR SERVICE PLAN

31.1 Your agreed Plan benefits will not be changed simply because HOMESURE 247 wishes to remove or materially reduce a benefit during the initial Agreement period.

31.2 We may make reasonable changes where necessary to:

- Comply with changes in law;
- Correct an error;
- Improve administrative processes;
- Make minor technical or operational changes that do not materially reduce the service you receive.

31.3 Where a change materially affects your rights or obligations, we will provide reasonable notice and explain the change.

31.4 Where applicable law gives you a right to cancel because of a material change, that right will not be restricted by these Terms & Conditions.

32. PRICE CHANGES

32.1 Your monthly price is shown in your Customer Welcome & Service Agreement.

32.2 We will not increase your agreed monthly price during the initial Agreement period unless:

- You expressly agree to the change;
- The change is required by law or tax requirements; or
- Another lawful and clearly stated contractual basis applies.

32.3 After the initial 12-month Agreement period, we may review our prices.

32.4 If your monthly price is going to change, we will provide reasonable advance notice of the new price and when it will take effect.

32.5 Any price-change provision will be operated fairly and transparently and will not remove any cancellation rights you may have.

33. MOVING HOME

33.1 If you move home, please notify HOMESURE 247 as soon as reasonably possible.

33.2 Your Service Plan is generally connected to the Registered Appliances and service address recorded under your Agreement.

33.3 We may need to confirm whether your Service Plan can continue at the new address.

33.4 You must not assume that an appliance at a new property is automatically covered simply because you previously had a Service Plan.

34. FRAUDULENT OR MISLEADING INFORMATION

34.1 You must provide accurate information when purchasing and using the Service Plan.

34.2 If you deliberately provide false or misleading information in order to obtain a service benefit, we may refuse the affected Repair Request.

34.3 Serious or repeated fraudulent behaviour may result in cancellation of the Service Plan.

34.4 We will consider the circumstances fairly before taking action.

35. PRIVACY AND DATA PROTECTION

35.1 We use personal information to administer your Service Plan and provide our services.

35.2 This may include:

- Managing your customer account;
- Arranging repairs;
- Contacting you about your Agreement;
- Processing payments;
- Handling complaints;
- Preventing fraud;
- Communicating important service information.

35.3 We may share relevant information with engineers, contractors, payment providers and other service providers where reasonably necessary to provide or administer the Service Plan.

35.4 Personal information will be handled in accordance with applicable data protection law and our Privacy Policy.

35.5 Our Privacy Policy is available on: www.homesure247.co.uk

36. SERVICE LIMITATIONS

36.1 HOMESURE 247 will take reasonable care and skill in providing services under the Service Plan.

36.2 We do not guarantee that every appliance fault can be repaired.

36.3 We do not guarantee that a particular manufacturer, model or part will always be available.

36.4 Response targets do not guarantee completion of a repair within the stated response period.

36.5 Where a service depends on third-party manufacturers, parts suppliers or service providers, delays may occur outside our reasonable control.

36.6 Nothing in these Terms & Conditions excludes or limits any liability that cannot lawfully be excluded or limited.

37. EVENTS OUTSIDE OUR REASONABLE CONTROL

37.1 We will not be responsible for delay or failure to perform a service where this results from circumstances outside our reasonable control.

37.2 Such circumstances may include:

- Severe weather;
- Flooding;
- Fire;
- Natural disasters;
- Major transport disruption;
- Industrial action;
- Widespread power or telecommunications failure;
- Government restrictions;
- Significant supply-chain disruption;
- Unavailability of specialist parts;
- Other events genuinely outside our reasonable control.

37.3 We will take reasonable steps to minimise the effect of such circumstances and resume service as soon as reasonably practicable.

38. OUR LIABILITY

38.1 Nothing in these Terms & Conditions excludes or limits liability where doing so would be unlawful.

38.2 In particular, nothing in these Terms & Conditions excludes liability for matters that cannot legally be excluded or restricted under applicable consumer law.

38.3 We are not responsible for losses that are not reasonably foreseeable consequences of our breach, subject to applicable law.

38.4 You remain responsible for following manufacturer instructions and taking reasonable care of your appliances.

38.5 Nothing in this section affects your statutory consumer rights.

39. YOUR STATUTORY CONSUMER RIGHTS

39.1 Your statutory rights are not affected by these Terms & Conditions.

39.2 Nothing in this Agreement is intended to exclude or restrict rights or remedies that cannot legally be excluded or restricted.

39.3 If any provision of these Terms & Conditions conflicts with a mandatory consumer protection requirement, the mandatory legal requirement will apply.

39.4 Where a statutory right gives you greater protection than this Agreement, the statutory right will prevail.

40. SEVERABILITY

40.1 If any provision of these Terms & Conditions is found to be invalid, unlawful or unenforceable, the remaining provisions will continue to apply to the extent permitted by law.

40.2 Any invalid or unenforceable provision will be interpreted or adjusted only to the minimum extent necessary to make it lawful and enforceable, where legally permitted.

41. GOVERNING LAW

41.1 These Terms & Conditions are governed by the law of England and Wales, unless mandatory consumer law requires otherwise.

41.2 If you are a consumer, you may have additional rights under the laws applicable to your place of residence which cannot lawfully be excluded.

42. CONTACTING HOMESURE 247

For customer service, repairs, payment queries or complaints:

Customer Service & Correspondence Address: **HOMESURE 247**
Queensgate House
48 Queen Street
Exeter
Devon
EX4 3SR

Telephone: 0800 075 1663

Email: customersupport@homesure247.co.uk

Website: www.homesure247.co.uk

Registered Office: B4 Elizabeth Court
Grove Road
Bournemouth
Dorset
England
BH1 3DR

43. IMPORTANT INFORMATION BEFORE PURCHASE

Before entering into the Service Plan, customers should understand:

- The name and price of the selected Plan;
- The monthly payment;
- The Plan Start Date;
- The initial 12-month Agreement period;
- That payments are collected monthly by Direct Debit;
- The applicable appliance eligibility requirements;
- The £100 Excess applicable during the first 45 days;
- The applicable Call-Out allowance;
- What is and is not included in the selected Plan;
- The Premium Accidental Damage Benefit, where applicable;
- The £100 Premium accidental-damage Excess;
- The £500 maximum Premium replacement value;
- That replacement is not an automatic entitlement;
- That the Standard Plan does not include replacement appliances;
- That the Essential Plan does not include accidental damage or replacement appliances;
- How to request a repair;
- How to make a complaint;
- How to cancel;
- Any statutory cancellation rights that apply.

Customers should have a reasonable opportunity to read and understand the Agreement before becoming bound by it.

44. AGREEMENT DOCUMENTS

44.1 Your Agreement consists of:

1. Your personalised **Customer Welcome & Service Agreement**; and
2. These **HOMESURE 247 Appliance Repair & Maintenance Service Plan Terms & Conditions**.

44.2 Where your Customer Welcome & Service Agreement contains customer-specific information, that information will apply to your individual Service Plan.

44.3 Where these Terms & Conditions contain the general rules governing the Service Plan, those rules apply unless your Customer Welcome & Service Agreement expressly states otherwise.

44.4 If there is an apparent conflict between the documents, HOMESURE 247 will interpret them reasonably and consistently, subject to your statutory consumer rights.

44.5 The version of the Terms & Conditions applicable to your Agreement will be identified by its version number and effective date.

44.6 HOMESURE 247 should retain an appropriate record of the Terms & Conditions applicable when your Agreement was entered into.

45. TERMS VERSION

Document: HOMESURE 247 Appliance Repair & Maintenance Service Plan Terms & Conditions
Company: GG MARKETING LTD trading as HOMESURE 247
Company Registration Number: 10429584

Version: 1.0

Effective Date: 01/09/2026

Website: www.homesure247.co.uk

Customer Service Telephone: 0800 075 1663

Customer Service & Correspondence Address: Queensgate House
48 Queen Street
Exeter
Devon
EX4 3SR

Telephone: 0800 075 1663

Email: hello@homesure247.co.uk

Website: www.homesure247.co.uk

Registered Office: B4 Elizabeth Court
Grove Road
Bournemouth
Dorset
England
BH1 3DR

CUSTOMER ACKNOWLEDGEMENT

By entering into a HOMESURE 247 Service Plan, you confirm that you have been given information about your selected Plan and have had an opportunity to understand the key terms applicable to your Service Plan.

You should keep your Customer Welcome & Service Agreement and these Terms & Conditions for your records.

Thank you for choosing HOMESURE 247.