



3 Year Fixed Price Plan

Terms & Conditions

These Terms & Conditions govern the '3 year fixed price plan' Promotional offer presented by Hometree Services Limited ("Hometree"), a company registered in England and Wales, with registered address Hamilton House, 4 Mabledon Place, London, England, WC1H 9BB and company no. 12535561 (hereinafter referred to as "we" or "us"). Hometree are an Appointed Representative of Xact Risk Solutions Ltd who are regulated by the Financial Conduct Authority, Firm Reference No. 590914.

By purchasing a plan and accepting the 3 year fixed offer you will be deemed to accept these terms.

1. Offer summary

When purchasing a core Hometree Home Cover plan you can choose to increase your monthly payment amount by £5.00 (inclusive of all taxes) and fix your price.

Your contract will renew every 12 months and you will receive a renewal email but your price will not change for 36 months starting from the start date of your contract unless you amend your agreement with us.

At the end of your 3 year fixed price term we will, unless you tell us otherwise, automatically renew your contract, however your price will no longer be fixed and will be subject to our standard inflation and claim based price increases. You will be informed of any price changes by a renewal email at least 30 days before your renewal date.

We reserve the right to withdraw our 3 year fixed price offer at any time. If we choose to withdraw the offer your price will be adjusted at your next renewal to reflect this with the removal of the £5.00 additional payment per month. You will be informed of any price changes at least 30 days before your renewal date. If we choose to withdraw the offer you are able to cancel without charge as long as you have not made a claim or had a boiler service carried out. If you have made a claim or had a boiler service carried out please refer to the table in Section 3. Cancellation of these terms for more details on charges that will be applied.

You can choose to opt out of this offer at any point, please refer to the cancellation section in this document

2. Eligibility

In order to be eligible for this promotion, you must meet all of the following eligibility criteria:

- You must be a new customer of Hometree and have not held or purchased a plan from Hometree in the previous 12 months from the date of purchase; and
- You must be a resident of the United Kingdom (excluding Northern Ireland) aged 18 years or over.

2.2 Eligible Plans

This offer is for our core Home Cover Plans only. Heat Pump, Solar products/plans and any other non-Home Cover products/services are not included in the offer.

Essentials plans are not included in this promotional offer. Please see below for a full list of included plans and call out options.

- Your Heating (Homeowner) £0, £60, and £95 Call Out Fee
- Your Home (Homeowner) £0, £60, and £95 Call Out Fee
- Your Home Plus (Homeowner) £0, £60, and £95 Call Out Fee
- Your Heating (Landlords) £0, £60, and £95 Call Out Fee
- Your Home (Landlords) £0, £60, and £95 Call Out Fee
- Your Home Plus (Landlords) £0, £60, and £95 Call Out Fee

3. Cancellation

You can choose to opt out of this offer at any point however, charges may be applied as per the table below

Time Period	Cancellation Type	Terms
Within cooling off period (within 14 days of start date)	Opt out of 3 year fixed price but continue with cover	You can downgrade to a non-fixed price contract, your price will be adjusted accordingly. You will be refunded the additional £5 payment if any payments have been made.
Within cooling off period (within 14 days of start date)	Complete cancellation	You can cancel and we will refund any premium you have paid as long as you have not had a boiler service or a landlord gas safety service
After cooling off (no claims made and no services carried out)	Opt out of 3 year fixed price but continue with cover	You can downgrade to a non-fixed price contract, your price will be adjusted accordingly. If you have paid monthly you will not be refunded any premiums already paid. If you have

		paid annually a pro rata refund will be issued
After cooling off (no claims made and no services carried out)	Complete cancellation	You can cancel without charge. If you have paid monthly you will not be refunded any premiums already paid. If you have paid annually a pro rata refund will be issued
After cooling off (claim has been made and/or service carried out)	Opt out of 3 year fixed price but continue with cover	You will be able to downgrade your plan at your next renewal
After cooling off (claim has been made and/or service carried out)	Complete cancellation	You will be required to pay the remaining balance of your 12 month contract. E.g if you cancel in month 6 you will need to pay 6 months worth of premiums

6. Limits to offer

6.1 This promotion cannot be used in conjunction with any other offers or promotion.

6.2. We reserve the right to withdraw the promotion at point of sale or amend these terms and conditions at any time without prior notice and/or refuse the promotion or withdraw the promotion from a customer at any time on reasonable notice only

6.3. The promotion can only be redeemed against the customer's account and cannot be used to pay for or off-set any other fees, charges or costs nor any other Hometree account balances.

6.4. Hometree reserves the right to verify the eligibility of participants and may disqualify any individual found to be in violation of these Terms.

6.5. If any provision of these terms and conditions is held invalid by any law, rule, order or regulation of any government, or by the final determination of any court of a competent jurisdiction, such invalidity shall not affect the enforceability of any other provisions not held to be invalid.

7. Jurisdiction

The Offer Terms are governed by English Law and are subject to the exclusive jurisdiction of the English courts.

8. Contact Information

If you have questions about this promotion, please call our customer service team on 0330 912 4843.