



Terms & Conditions

Final customer-facing terms for the SJM Heating service plan.

SJM Heating

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1. Scope of Cover

These terms apply to the SJM Heating service plan selected by the customer at sign-up.

The plan is intended for normal domestic residential heating systems and is subject to inspection, eligibility and continued payment.

- Cover begins once payment has been successfully set up and accepted by SJM Heating.
- Included services depend on the plan chosen and the condition of the appliance and system.

2. Access and Appointments

The customer must provide safe and reasonable access to the property, appliance and associated controls, pipework and system components.

- Missed appointments or inability to access the appliance may lead to delays or additional charges.
- Unsafe working conditions may result in work being postponed until made safe.

3. Repairs, Parts and Limitations

All work is subject to inspection, diagnosis, parts availability and economic viability.

Older or obsolete appliances may not be repairable where parts are unavailable or the appliance is beyond practical repair.

- Pre-existing faults, installation defects and non-compliant work may fall outside routine plan cover.
- SJM Heating may recommend corrective works or replacement where continued repair is not reasonable.

4. Fix & Join

Where a customer joins with a broken boiler, a one-off Fix & Join charge may apply in addition to the monthly plan cost.

- Fix & Join is subject to inspection and suitability.

- It does not guarantee that the appliance can be fully repaired within the initial fee.
- Further parts or labour outside the agreed scope may be quoted separately.

5. Payments, Suspension and Cancellation

Monthly payments must remain up to date for the service plan to stay active.

- Missed or failed payments may result in suspension or cancellation of cover.
- SJM Heating reserves the right to cancel cover in cases of misuse, unsafe conditions or repeated unfair usage.

This document forms part of the SJM Heating service plan pack and should be retained for your records.