EMERGENCY COVER COM

Terms & Conditions

0333 034 6641 info@emergency-cover.com www.emergency-cover.com

Your Agreement

Your agreement is with Elite Energy Personnel Limited, trading as Emergency Cover and Emergency-Cover.com, company number 09971569. Our registered office is Prosper House, 18 Craig Hopson Avenue, Castleford, England, WF10 5US.

In these terms, we, us and our mean Emergency Cover. You means the person named on the order confirmation. Your property means the domestic property at the address shown on that confirmation.

Three documents make up your agreement:
- Your order confirmation records what you purchased, the property and appliance concerned, the price, the start date and your selected payment and call-out options.
- Your Service Level Agreement (SLA) sets out the benefits, eligibility requirements, waiting periods, exclusions and limits for your chosen plan. Refer to your SLA to check whether a particular fault, item or visit is included.
- These General Terms & Conditions explain how we administer your agreement, arrange appointments, collect payments and deal with cancellations, renewals and complaints.

If these General Terms and your SLA differ on what your plan covers, the specific wording in your SLA applies to that benefit. If you did not receive your SLA, or your documents appear inconsistent, contact us at info@emergency-cover.com or 0333 034 6641.

Start Date & Contract Term

Your initial term is 12 months from the start date shown on your order confirmation. If you pay monthly, your payments are instalments of the annual price.

Where a waiting period applies, your SLA explains when you can first request a repair and any exception agreed at purchase. If you have booked an initial repair for an existing fault, your booking confirmation identifies the fault, the agreed work and the fee.

Section 9 explains how to cancel during the term or stop your agreement from renewing.

Requesting Assistance

You or someone acting with your permission may report a fault. Please give us the covered address, a contact number, a description of the problem and the date you first noticed it. A landlord may authorise a tenant or managing agent to contact us and arrange access.

What you need	How to contact us
An uncontrollable water leak	Call 0333 034 6641. The line is open 24 hours a day.
To report another repair	Submit a request at www.emergency-cover.com at any time.
Help with your plan or an appointment	Call 0333 034 6641, Monday to Friday, 9am to 4pm, excluding public holidays.
To make a complaint	Email info@emergency-cover.com, call us or write to our registered office.

Please report a fault within 24 hours of becoming aware of it. If you could not reasonably contact us within that time, tell us why. We will consider whether the delay affected our ability to diagnose the fault or prevent further damage.

We will assess your request, prioritise it according to the nature of the fault and arrange attendance within a reasonable time where a visit is needed. If we need to change your appointment, we will contact you and offer another time.

Please contact us before instructing someone else to carry out work you want us to pay for. We will only meet the cost of work we have authorised.

Diagnosis, Repairs & Add’l Work

Where your SLA includes breakdown repairs, we will arrange for an engineer to diagnose the reported fault and repair it if it is covered. Labour is included for approved repairs. We will supply and fit eligible parts up to the allowance set out in your SLA. The waiting period, call-out option, exclusions and repair limits that apply to your plan form part of this commitment.

If we cannot complete a repair, we will explain why. If we decide that a fault falls outside your plan, we will identify the relevant term and explain how it applies to the engineer’s findings. You may contact us if you would like the decision reviewed.

If additional work is needed, or the cost of eligible parts exceeds your available allowance, we will explain the work, the reason for it and the amount you would need to pay. We will obtain your agreement before ordering chargeable parts or starting chargeable work.

We use suitable industry-standard parts from reputable suppliers. Where an identical part is unavailable or would cost more than a suitable alternative, we may use a compatible equivalent. Any unused parts allowance has no cash value and does not carry forward to a later period.

If an engineer considers an appliance unsafe or beyond economical repair, we will explain the assessment in writing. Where the decision depends on cost, we will explain the repair estimate, the value used for comparison and any applicable limit. Reaching a parts allowance alone does not establish that an appliance is beyond economical repair. Your SLA sets out the options available to you following that assessment, including any right to cancel or any replacement contribution.

Call Out Fees & Return Visits

Your order confirmation shows your call-out option. Where a fee applies, we will confirm the amount and take payment by debit or credit card before arranging the visit.

One reported fault counts as one call-out. If the engineer needs to return with a part to finish the same repair, there is no second call-out fee. If our engineer confirms that the same fault has returned within 30 days of the completed repair, we will arrange a return visit without a further call-out fee.

An unrelated fault counts as a separate call-out, even if the engineer discovers it during the same visit. We will explain any separate fee before you decide whether to proceed.

If you cancel after an engineer has been allocated or dispatched, we may retain the reasonable cost already incurred, up to the agreed call-out fee. If the engineer attends and diagnoses a fault outside the scope of your SLA, the agreed attendance fee may still apply. We will explain the charge and quote separately for any further work you request.

Appointments & Access

An adult aged 18 or over who can authorise the work must be present throughout the appointment. Tell us when booking about parking restrictions, permits, locked areas or anything else that may affect safe access. If the property is rented, the landlord or managing agent is responsible for arranging lawful access with the occupier.

If you need to rearrange a visit, please contact us as soon as possible. After two appointments missed without reasonable notice, we may charge up to £60 to reflect the reasonable cost of missed attendance.

If a pipe, appliance or component is concealed, the engineer will explain what access is needed, who must arrange it and any cost to you. We will ask for permission before opening a surface. If you prefer to arrange access yourself, we will pause the repair until suitable access is available. Your SLA explains whether tracing a fault, creating access or reinstating finishes is included. We remain responsible for damage caused by our failure to take reasonable care.

If our engineer finds an unsafe condition, we will explain the risk and what needs to happen before the work can proceed. An engineer may stop work or leave immediately if they cannot work safely.

We may use our own engineers or suitably qualified contractors. We remain responsible for the work we arrange under your agreement.

Scheduled Visits

If your SLA provides for a scheduled service or inspection, tell us when it is due and let us know about any deadline that affects the booking. We will use that information to arrange the visit. Your SLA describes the checks, records and any work that is chargeable separately.

If the engineer identifies a fault during a scheduled visit, we will explain the findings, whether a repair qualifies under your SLA and any next steps. For rented properties, the landlord remains responsible for meeting applicable safety inspection deadlines, arranging access and providing required records to tenants.

We guarantee our repair work and the parts we supply and fit for 30 days from completion. If the repair fails during that period, please contact us with the property address and the date of the visit so we can arrange an assessment. Any applicable manufacturer’s warranty and your statutory rights continue to apply.

Prices & Payments

Your order confirmation gives the price, applicable taxes, payment method and any optional charges you agreed to. If you pay monthly, we collect instalments by Direct Debit. Where a separate initial fee is payable for agreed work, we will confirm it before taking payment.

If a payment fails, we may retry it unless you ask us otherwise. We will email you within 10 working days to explain the amount outstanding and how to put it right.

We may suspend repair attendance from the payment due date until the arrears are cleared. You can still report a fault during suspension. If you clear the arrears within 30 days of the due date, we will assess the request under the ordinary terms of your agreement.

We will tell you before referring an amount properly due for collection. Any administration charge will reflect reasonable costs actually incurred, up to £30. If you believe a payment is incorrect or need to discuss the balance, please contact us.

Cancelling a Direct Debit stops the payment instruction. To end your agreement, please also tell us using one of the methods in section 9.

Cancellation & Renewal

How to cancel

Call 0333 034 6641, email info@emergency-cover.com or write to our registered office. Give your name and covered address and tell us you wish to cancel. You may use the wording at the end of this document. We will confirm the end date and explain any payment or refund.

Your first 14 days

You may cancel within 14 days after entering the agreement. If your plan starts later, we also allow you to cancel within 14 days after that start date.

We will refund amounts due within 14 days of receiving your cancellation. If you expressly asked us to start work during the cooling-off period, we may charge a proportionate amount for work already supplied where the law allows. Booking an appointment alone carries no service or administration charge under this clause.

After the cooling-off period

You may end your agreement by giving 30 days' notice. If you leave during a fixed term, we may recover reasonable direct loss caused by early cancellation. We will explain the calculation, deduct costs we save and credit amounts already paid. The charge will never exceed the unpaid instalments for the rest of that term.

No early cancellation charge applies where these General Terms or your SLA give you a right to leave without one, or where you end the agreement because of our material breach.

Annual renewal

Your plan renews annually unless you ask us to stop. We will send your renewal details at least 30 days before the renewal date, including the new price, any changes and how to decline.

You can stop renewal at any time before the renewal date. You may also cancel within 14 days after renewal without an early cancellation charge. We will explain any amount properly due for work you expressly requested during that period.

Changes To Property or Agreement

Moving home or changing appliance

Tell us if you move or replace an appliance named on your confirmation. We will check suitability and explain your options. These may include transferring your existing agreement, taking out a new plan or cancelling under section 9. If we agree to transfer your existing agreement to another property, the administration charge is £30.

Changing your call-out option

If you request more than one engineer call-out in a month, we may review your call-out option. Before changing the fee, we will give you the reason, the proposed amount and the date it would take effect. Any change applies only to future requests. You may decline the change and end the agreement without an early cancellation charge by contacting us within 14 days of receiving our notice.

Other charges

We will give you advance notice of any other material change to your agreement. If a change disadvantages you, you may end the agreement without an early cancellation charge. If we offer you a different product at renewal, we will provide its terms and price for you to consider.

Transfers

You need our written agreement to transfer the plan to another person. If we transfer administration of the agreement, we will notify you and protect your existing rights.

When We May End Your Agreement

We may end your agreement on 14 days' written notice if:

- Material information you supplied was false or misleading.
- Payments remain overdue.
- The system is unsuitable for the plan or the property is unsafe for our engineers.
- Someone at the property threatens or abuses our staff or contractors.
- You repeatedly prevent access for agreed appointments.
- Essential safety or suitability work remains outstanding after we have explained what is needed and allowed reasonable time for it.

Where you can reasonably put the issue right, we will explain how and give you an opportunity to do so. Our notice will explain the reason for ending the agreement, the end date and how we calculated any balance or refund.

If we end the agreement solely because your system is unsuitable, we will refund payments for the unused period.

Complaints

If you are unhappy with our service or disagree with a repair decision, contact us by email at info@emergency-cover.com, call 0333 034 6641 or write to Elite Energy Personnel Limited, Prosper House, 18 Craig Hopson Avenue, Castleford, England, WF10 5US.

Please tell us what happened, the property address and what you would like us to do. If your complaint concerns an appointment or repair, including the date will help us find the engineer's record.

We aim to acknowledge complaints within two working days. If we cannot resolve yours straight away, we will explain the next step. Our written response will explain our decision and any available route for taking the matter further.

Privacy & Your Legal Rights

We use personal information to administer your agreement, arrange appointments, collect payments and handle complaints. Our privacy notice is available at www.emergency-cover.com/privacy-policy.

We will carry out our services with reasonable care and skill. If an event outside our reasonable control delays a visit, we will tell you and arrange another appointment as soon as reasonably possible.

The law of England and Wales governs this agreement. If you are a consumer, you retain the mandatory protections and court rights that apply where you live. Nothing in this agreement limits liability for death or personal injury caused by negligence, fraud or any other liability that the law does not allow us to limit.

Optional Cancellation Notice

You may email this notice to info@emergency-cover.com or post it to Elite Energy Personnel Limited, Prosper House, 18 Craig Hopson Avenue, Castleford, England, WF10 5US. You can also cancel by calling 0333 034 6641.

I give notice that I wish to cancel my Emergency Cover agreement.

Name:
Covered property address:
Plan reference, if known:
Date the plan was ordered:
Date of this notice:
Signature, if sent by post:

EMERGENCY COVER.COM

We’d love to hear your feedback! Please take a minute to leave us a review by scanning a QR code below...

Google Reviews

Trustpilot