



# EXTENDED WARRANTY

## TERMS AND CONDITIONS



A REPUTATION BUILT ON TRUST



TRUSTMARK  
Government Endorsed Quality

RECC  
RENEWABLE ENERGY CONSUMER CODE



SUPPLY CHAIN SUSTAINABILITY  
SCHOL



  
**AURARETROFIT**  
[www.AuraRetrofit.co.uk](http://www.AuraRetrofit.co.uk)

## WELCOME TO AURA RETROFIT

Our **Extended Warranty Terms and Conditions** outline the specific coverage, duration, and limitations of an extended warranty for a product or service.

It details what repairs or replacements are included, any exclusions, the process for making a claim, and any associated costs.

These terms ensure that you understand your rights and responsibilities, providing clarity on how long the warranty lasts, what is covered, and the steps to take should a service issue arise.

If you have any questions, call **02392 252 171** or send an email to **hello@auraretrofit.co.uk** – we're happy to help.

Tommy Walsh, Brand Ambassador for Aura Retrofit



## EXTENDED WARRANTY TERMS AND CONDITIONS

1. This extended warranty for components and workmanship is given by Aura Retrofit Limited ("Aura Retrofit") on these terms and conditions only. It is in addition to, and does not affect, your statutory rights.
  2. The warranty period is for the period specified in the Aura Retrofit service plan to which these terms and conditions are appended.
  3. During the currency of this guarantee any components of the boiler or heat pump which are proved to be faulty or defective will be exchanged or repaired, at the discretion of Aura Retrofit, free of material charges and free of labour charges by Aura Retrofit. We may, at our discretion, use the appliance manufacturer for the repair.
  4. This guarantee will be invalidated if the boiler or heat pump is not serviced by Aura Retrofit or the boiler manufacturer or heat pump manufacturer within 12 months of installation and at 12 months intervals thereafter.
  5. This guarantee is limited to the boiler or heat pump only. Should a fault not be related to the boiler or heat pump, Aura Retrofit reserves the right to charge for any call outs at Aura Retrofit's standard rates.
  6. Aura Retrofit may not be held responsible for any delay in the provision of spare parts by suppliers and thus no compensation is payable should this occur.
  7. Replacement parts and components will only be fitted where the old ones are beyond reasonable repair. Aura Retrofit will be the sole arbiter as to the condition of components.
  8. The benefit of this guarantee may be assigned to subsequent owners of the boiler or heat pump (at the original installation address) provided notice of change of ownership is given to Aura Retrofit together an administration fee of £40 plus VAT.
- The customer must have a formal service agreement with either provider for entirety of the period prior to any warranty claim. Proof of servicing must be produced on request.



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### EXCLUSIONS

This warranty excludes, and Aura Retrofit accepts no liability in any circumstances for, damage or loss arising directly or indirectly from or in connection with any of the following:

- a) Any inadequacy attributing to original installation (where we are not the original installer) or design of the system.
- b) Aura Retrofit will not be held responsible for direct, indirect or consequential damage or loss occurring as a result of a defect in the boiler unless attributable to the negligence of Aura Retrofit in which case Aura Retrofit is liable only for damage or loss directly resulting from that negligence. If damage or loss is attributable to the negligence of Aura Retrofit, notification should be given in writing with full details within fourteen days of the incident.
- c) For any third party costs incurred without our approval.
- d) Any damage due to the failure of water, gas or electricity supply.
- e) Any work including descaling that may arise due to hard water scale deposits or aggressive water supply.
- f) Mechanical breakdowns due to sludge build-up within the system. Removal of products of corrosion from within the appliance/system.
- g) Any damage or defect caused by lightening, frost, explosion, flood, storm, fire, impact or other extraneous causes - or any other risk normally insured under household or other insurances. Any defect caused through accidental damage (except where accidental damage caused by you is specifically stated as being included under your guarantee), intentional risk taking, negligence, misuse, third party interference or malicious or wilful action.
- h) The replacement of decorative parts (including any appliance casing).
- i) Any adjustment of time and temperature controls, bleeding radiators or pressuring sealed systems.
- j) The fabric of the building and any pipework including flues buried in it.
- k) Replacement of flues.
- l) Not commencing and/or discontinuing services where we reasonably consider that there is a Health and Safety risk including: the presence of hazardous material, infestations or harassment of our personnel including verbal or physical abuse. We will not recommence work until the Health and Safety risk has been rectified to our satisfaction.



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