

# Home Membership Terms & Conditions for Urgent Repair Work

These terms and conditions apply to one-off repair jobs. For repair or servicing work arranged through an insurance policy, please refer to your Home Membership Terms and Conditions booklet.

## Welcome to the AA

A warm welcome and thank you for choosing the AA. This document outlines important information about the urgent repair you have requested us to carry out. Please read this document carefully as it contains information about the terms and conditions of the service you receive from the AA. You should keep this document in a safe place so you can refer to it in the future.

## Before we arrive

- If you do not own the property, please ensure you have obtained the property owners permission before you authorise us to start work.
- Please ensure that the area that needs attending to is accessible and safe.

## When will we arrive?

- We will agree with you what work we will carry out. We will then carry it out as soon as possible, depending on when an engineer is available and you will be provided with an appointment slot for the arrival time.

## Who will do the work?

- We use our own engineers and approved qualified contractors to carry out the work on our behalf. These are carefully selected to make sure they provide a great level of service and you will always be informed who will be carrying out the work.

## Pricing and payment

- It is important that you provide us with as much information about the job as possible; otherwise we can not price it correctly.
- We'll agree a price with you over the phone and take a credit/debit card payment then.
- If we arrive and the job requires more work that we agreed when the job was booked, we may have to charge more. However, we will tell you this before we start any work. If you then decide you do not want us to do the job you can cancel and will be provided with a full refund.
- The charge for the work includes the labour and parts for fixing the first fault we identify, and faults directly related to that fault. We may charge you separately for repairs to further unrelated faults but we will tell you this before carrying out further work.
- The price includes fitting standard parts not decorative parts unless these have been specifically quoted for.

## Exclusions

The price quoted does not include the following:

- Repairs identified or needed due to design faults in your current system at the time of the agreed work being carried out;
- Any improvements which are needed to your heating or plumbing system or electrical installation, including the cost of PowerFlush™ or any work needed to bring your system or installation up to current standards unless this has been specifically quoted for
- Getting to your system (materials and labour) – for example, pipes or wiring buried in walls or 'built-in' appliances
- Removing any dangerous waste material, including asbestos.
- Any redecoration needed following our work, unless we have been negligent. If access has to be made, we will fill in any holes and leave the surface level but we will not necessarily replace the original surface or construction.
- Replacements of sanitary ware or decorative parts unless specifically quoted for.

## Guarantee

- Materials and labour used for the work is guaranteed for one year from the date the work is completed. Within this period, if the materials are defective then we will repair or replace the defective materials free of charge. If our work is defective, then we will re-perform our work free of charge.
- These guarantees do not affect your statutory rights in relation to the quality and description of the materials and services.

## Cancelling/Re-arranging

- You can cancel or re-arrange the appointment by telephoning us on 0800 316 3983. If you cancel you will receive a full refund unless the engineer is on route, or already at your property in which case we will retain a fee of £60 to cover costs incurred.
- If you cancel once the engineer has started work no refund will be provided.
- In some cases we may not be able to carry out the work, eg due to unavailable parts, if this happens you will be provided with a full refund
- If we arrive and the job requires more work that we agreed when the job was booked, and you decide not to go ahead with the job, you can cancel and will be provided with a full refund.

## Using your personal information

- The Acromas Holdings group of companies, of which the AA group of companies\* (including Automobile Association Developments Limited, The Automobile Association Limited, AA Media Limited, AA Limited, AA Financial Services Limited and Automobile Association Insurance Services Limited) forms a part, ("we") will use your personal information for the following purposes:
  - a. to identify you when you contact us;
  - b. to allow us to give you a quote and assess which payment options we can offer you;
  - c. to help identify accounts, services and/or products which you could have from us or selected partners from time to time. We may do this by automatic means using a scoring system, which uses the information you have provided, any information we hold about you and information from third party agencies (including credit reference agencies who will keep a record of our enquiry);
  - d. to help administer, and contact you about improved administration of, any accounts, services and products we have provided before, or provide now or in the future;
  - e. to carry out marketing analysis and customer profiling (including with transactional information), conduct research, including creating statistical and testing information;
  - f. to help to prevent and detect fraud or loss; and
  - g. to contact you in any way (including mail, email, telephone, text or multimedia messages) about products and services offered by us and/or selected partners unless you have previously asked us not to use the relevant personal data for such purposes.
- We may allow other people and organisations to use information we hold about you for the purpose of providing services you have asked for, as part of the process of selling one or more of our businesses, or if we have been legitimately asked to provide information for legal or regulatory purposes or as part of legal proceedings or prospective legal proceedings. From time to time, these service providers and organisations may be outside the European Economic Area in countries that do not have the same standards of protection for personal data as the UK. We will, however, always use every reasonable effort to ensure sufficient protections are in place to safeguard your personal information.
- We may monitor and record communications with you (including phone conversations and emails) for quality assurance and compliance reasons.

## Your electronic information

- If you contact us electronically, we may collect your electronic identifier e.g. internet protocol (IP) address or telephone number supplied by your service providers. This is to identify any repeat website visits, fraudulent behaviour or mystery shoppers using our websites.

## The company providing the service

This service is provided to you by the Automobile Association Insurance Services Limited (AAIS), Registered Office: Fanum House, Basing View, Basingstoke, Hampshire RG21 4EA. Registered in England number 2414212.

## What if I need to make a complaint?

If you wish to register a complaint about the service you have received from the Automobile Association Insurance Services Limited you can contact us by:

Phone: 0161 333 5910

Email: [customersupport@theAA.com](mailto:customersupport@theAA.com)

Post: Member Relations

The Automobile Association

Lambert House

Stockport Road

Cheadle, Cheshire

SK8 2DY

