Provida Services

Website terms

Company name update - 17 November 2026

The registered name of Bucks Boilers Ltd changed to Provida Services Ltd on 13 November 2026. The company number remains 13992566. Provida Services is the customer-facing brand.

Provida Services Ltd. Registered in England and Wales, company number 13992566. Registered office: 28 Hillary Close, Aylesbury, Buckinghamshire, HP21 9TN.

References to Bucks Boilers Ltd in the original terms identify this same company under its previous registered name. This cover records the company-name change only; it does not change the original prices, cover or other terms. The original document is reproduced on the following pages without alteration.

Contact: info@providaservices.co.uk | 01296 914461

Original document: /bucks-boilers/media/2025/10/Bucks_Boilers_Website_Terms_Conditions.pdf

Bucks Boilers Ltd – Website Terms & Conditions

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Last updated: September 2025

These Terms & Conditions set out how Bucks Boilers Ltd (“we”, “us”, “our”) provides services to customers.

They apply to all quotations, works, Cozy Care service plans, and use of our website. Please read them carefully.

1. General Information

- Bucks Boilers Ltd is a plumbing and heating company based in Aylesbury, Buckinghamshire.

- We provide boiler installation, servicing, and repairs, bathroom renovations, central heating and plumbing works,

unvented cylinder services, and service plans under the Cozy Care, Cozy Care Aqua, and Cozy Care Eco brands.

- By using our website, requesting a quotation, or entering into a service plan, you agree to these Terms & Conditions.

2. Quotations & Works

- All quotations are valid for 30 days unless stated otherwise.

- Acceptance of a quotation constitutes agreement to these Terms & Conditions.

- Works will be carried out with reasonable skill and care by qualified engineers.

- Prices are inclusive of labour and materials as specified. Variations, additional works, or changes to specification

requested by the customer will be chargeable.

- A deposit (typically 50% for bathrooms, or as stated in the quotation) may be required before works commence.

- Remaining balances are due upon completion unless stage payments are agreed. Late payment may incur charges.

- Minimum charge applies to small works (see quotation).

3. Cozy Care Service Plans

- Cozy Care Plans (Boiler), Cozy Care Aqua (Cylinder/Plumbing), and Cozy Care Eco (Heat Pump) are maintenance contracts, not insurance.

- Plans include annual servicing and, depending on plan level, call-outs and repair cover.

- There is an initial 30-day no-claim period at the start of each plan.

- Heat pumps: Cozy Care Eco provides servicing only. Repairs to the heat pump unit itself are excluded. Cover applies

to the connected central heating system and unvented cylinder.

- Full details of what is and isn’t included are set out in the Service Plan Terms & Conditions, available on request and supplied at sign-up.

4. Exclusions & Limitations

- We are not responsible for pre-existing faults, system design/installation issues, sludge/scale in heating systems,

or issues outside of our reasonable control (e.g. water mains, power cuts).

- We will not be liable for consequential losses (e.g. damage to ceilings or carpets from leaks), except where directly caused by our negligence.

- Customers must provide reasonable access to appliances and systems. We may decline or charge additionally where access is obstructed.

- If a repair is deemed Beyond Economic Repair (BER), we may recommend replacement instead.

- Materials remain the property of Bucks Boilers Ltd until paid in full.

5. Appointments & Cancellations

- Appointments are provided in a time slot.

- Please give 24 hours' notice if you need to cancel or reschedule.

- Missed appointments may be chargeable.

6. Certificates & Documentation

- All service certificates, Gas Safe records, and guarantees will be issued electronically.

- Paper copies can be supplied upon request, subject to an administration fee.

7. Payments

- Payment methods include bank transfer, debit/credit card, Apple Pay and Google Pay.

- Service plan payments are collected by Direct Debit. Failure to keep up with payments may result in suspension or cancellation of cover.

8. Use of Subcontractors

- We reserve the right to use vetted subcontractors where appropriate. Gas work will always be carried out by Gas Safe engineers;

F-Gas work by certified personnel where required.

9. Cooling-Off Period (Consumers)

- Customers have a 14-day cooling-off period on new service plans and distance-sold contracts, during which they may cancel for a full refund.

- Works or call-outs requested within this period will be chargeable if the contract is cancelled.

10. Liability

- Our maximum liability is limited to the total value of the relevant contract or service plan fees paid in the current year.

- Nothing in these Terms & Conditions limits our liability for death or personal injury caused by our negligence.

11. Website Use

- All content on this website, including text, logos, mascots, and images, is the property of Bucks Boilers Ltd and may not be reproduced without permission.

- Information provided on the website is for guidance only and may be subject to change.

12. Governing Law

- These Terms & Conditions are governed by English law. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.