

Terms and Conditions for Leaky Loos Scheme (Scheme)

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY.

1. These terms and conditions apply to the provision by SWW of the Scheme.
2. Once you have confirmed you have a leaky loo through the use of the leaky loo strip we have provided, you can fill in the [on-line form](#) to request a leaky loo visit/fix to be undertaken.
3. We have partnered with **Cenergist** (<https://www.cenergist.com/water/>) who will endeavour to contact you within 5 (five) days to arrange an appointment. Cenergist shall determine the date of the appointment following consultation with the Customer. However, the Customer acknowledges that there is a high demand for this service.
4. Cenergist will provide a qualified plumber to investigate the leaky loo and attempt to undertake repairs. All repairs will be made with reasonable skill and care.
5. Repairs will be free of charge and will be limited to the following items:
 - a. Toilet seal replacement
 - b. Diaphragm Repair/replacement
 - c. Inlet Valve repair/replacement
 - d. Toilet Siphon repair/replacement
 - e. Toilet push button replacement.
6. We will not replace full toilets/cisterns/pans or remove existing tiles to facilitate repairs (cisterns hidden behind walls for example).
7. If any repairs are required that are not listed within paragraph 5. Cenergist will provide a quote for the repair and liaise with SWW to consider whether additional funding is applicable. SWW does not guarantee any additional funding will be available.
8. SWW/Cenergist will undertake repairs free of charge on leaks arising directly from the toilet repairs carried out under the Scheme for a period of 3 (three) months' following completion of the repair/installation.
9. In the case of emergency following a visit by Cenergist, Customers should call Cenergist on 0191 222 3325.
10. SWW may end the Scheme at any time.
11. SWW have a formal contract with Cenergist including a GDPR agreement to enable us to share customer data with Cenergist following strict information security guidelines.
12. The Customer confirms that it has the legal right and authority to enter into this agreement and grant SWW, Cenergist and its contractors the right to enter into the premises and carry out the inspection and any works.
13. Nothing in these Terms and Conditions shall limit any liability that cannot lawfully be limited. Subject to the foregoing, SWW's liability to the Customer shall be limited to (i) the repairs set out in paragraph 5 and; (ii) any physical damage property arising from its own negligence, that of Cenergist or its contractors.
14. This offer is only available to SWW customers.