



Service agreement and terms and conditions



Contract term, renewal and cancellations

- Contract term – Your contract term is 12 months and starts on the start date set out on your policy and will continue until it is terminated in accordance with our agreement
- Cancellation – you are able to cancel your agreement at the end of each contract term by giving us notice in the last 28 days of the year
- If you cancel within the first 14 days of your start date of our agreement, we will refund you for any money you have paid
- If you cancel within the first 14 days of your start date of our agreement and we have carried out any works, you will be liable to cover the costs of these works
- If you cancel a call out within 24 hours on day of the expected visit, the call out charge will not be refunded. This also applies to no one being present at the property upon the engineers visit.
- We may end your agreement at any time if:
 - You have provided us with false or incorrect information;
 - You fail to pay for your plan;
 - Do not abide by our health and safety guidelines;
 - Use threatening or abusive language towards any of our staff; or
 - We deem that you are misusing of our services
- We will let you know if we end the agreement. If we end the agreement, you will be required to pay a termination fee which will be the lesser of the annual price you would have paid for the remainder of the year and our chargers for any goods and services we have provided
- Renewals - You will receive a reminder that your plan is about to expire within 28 days and update you if there are any price changes. We will keep renewing your plan until you ask us to stop

Additional pricing information

- You have a choice of different prices, depending on your chosen call out and if you're a landlord or homeowner
- The higher you chose your call out to be, the lower your monthly payments will be
- Selecting to pay annually over paying monthly for your subscription plan reduces the cost of your 12-month contract
- The call out charge for the booking is still applicable if your boiler is not valid in accordance to our cover and will not be refunded
- The event where a call out would be refunded is if we fail to meet our obligation of attending your property on the date agreed. Minor delays will not result in a refund if the engineer is at the property
- The call out charge is to be paid in order to confirm your booking
- A call out charge will only be charged for a claim and will not be charged again if the engineer needs to reattend (within 30 days)
- Repairs above £300 in the first 3 months of the cover are not valid
- Repairs are capped at £500. Your call out is not included in this. If our engineer thinks the cost will be above this, we will let you know and you can decide if you want to go ahead with this. The call out will not be refunded in the event that you decide to not go ahead with the work.
- You will enter into a monthly payment subscription which will be charged on the same day of every month from the date of your start agreement
- If there are any outstanding payments/unpaid invoices, these will need to be completed before you can book a visit
- Upgrades can be made and will be applied for the following month. We may need to cancel your existing agreement and start you a new one
- You will not be able to downgrade as this is the same as a cancellation. This is only possible at the end of the 12 months
- We will carry out our obligations under this agreement within a reasonable time unless we cannot do so due to circumstances which are beyond our reasonable control
- Nobody other than you can benefit from this agreement

Terms & Exclusions (You are not covered in these instances)

- Any repair requests within the first 28 days of the Start Date
- Accidental or deliberate actions or negligence. Our engineers will decide this at their discretion
- Any signs of misuse
- Any damage that is or ought to be covered by home insurance

- Replacing heat exchangers or repairing faults caused by limescale, sludge, dirty water (water contaminated by particles of dirt, rust or other foreign contaminants)
- We are not responsible for the damage caused to your property. For example, if there is a leak that caused damage to the flooring, we will not be liable for that damage
- Pipes or other parts damaged due to weather, age, rust, rats and other pests
- Damages caused when the home is unoccupied for more than 30 days in a row
- Curved or designer radiators, towel radiators repairs
- Radiator replacements
- Any ordinary or basic repairs such as re-pressuring your system or bleeding your radiators
- Non-standard systems or parts
- Faults that cannot be identified during the engineer's attendance
- Boilers that are not used solely for domestic purposes
- Boilers not fit as per manufacture instructions
- Trace and access (work required to locate the fault). You will require to create access so that we can carry out the repairs
- In the event that you want us to create access for the works to continue and we agree to do this, we will require you to have this in writing and will be charged for this extra work that is not included within your cover
- Damage we have caused to carry out any repair works that you have requested for
- Gas supply pipe
- Faults that don't affect how your system works
- Upgrades or improvements to your system
- Any damage caused by rust
- Any boilers with rust or missing magnetic filters
- Servicing, clearing or repairing magnetic filters
- Parts or repairs designed for underfloor heating, swimming pools and other renewable energy
- External boiler pumps
- Gas pipe leading to the meter
- Problems linked to or caused by the supply of your gas or water
- Guttering, Soakaways, Shared drains or drains and pipes you are not responsible for, Toilet and shower blockage, Mixer and digital/electric showers, Swimming pools and pumps, Fire place;
- Blockages caused by non-flushable items such as fat, nappies, baby wipes, toilet fresheners or any other items that should not go down the drain
- Showers, shower mixers and pumps
- Damages relating to steel, lead or Iron pipes
- Systems with incorrect pipework (including pipework with commercial parts and fittings)
- Work that requires commercial gas qualifications to complete a repair
- Systems that have 35mm pipes in diameter
- Flue not meeting regulations
- Damage that is covered by any insurance policy
- Parts and equipment still under manufacture warranty
- Boilers that have been flooded or submerged in water
- Electric toilets, Sani flows and or macerators; Non-standard toilets such as wall mounted, concealed or pressurised toilets; Toilets that need to be removed to complete a repair or toilets that cannot be repaired and require replacing
- External water supply stopcock (also known as stop tap or stop valve) - If the engineer is unable to turn off the external water supply stopcock to your home to complete your repair, it will be your responsibility to arrange for this to be turned off
- Outside taps
- If your kitchen or bathroom tap cannot be repaired, we will be able to replace them as long as there is access and you are able to source and supply the tap
- Repairs for external parts relating to central heating issues such as but not limited to motorised valves
- Leaks caused by cracked walls or tiles. Seals and grouting repairs will not be carried out to fill gaps to prevent leaks
- Repairs where parts are not available or cannot be acquired
- Repairing or replacing sanitary ware - which is ceramic or other such as sinks, basins, baths or toilet bowls
- Appliances and connections such as flexible washing machine and dishwasher hoses, or hoses and gas connections on the gas meter
- White goods
- Cooker, hob gas fire or other appliances other than the boiler
- Combined cooking and heating or power and heating appliances
- Accidental damage or anything other than fair wear and tear
- Maintenance work required to keep your systems in good working order
- Replacement of consumables- external fuses, batteries or seals
- Resetting or reprogramming controls or replacing batteries

- Airlocks or balancing of radiators
- Electric immersion heaters and water tanks repairs or replacements
- Unvented hot water, thermal storage, warm air or systems that require specialist work or qualifications
- Wi-Fi/internet connection issues that prevent the controls for the boiler to function (Smart/wireless thermostats)
- Gas appliances (only boiler and central heating covered)
- Any water supply pipe outside the boundary of your home or for which you are not responsible, or fresh water pipes beneath or inside any building or outbuilding
- Damage caused by weather or freezing
- Damage arising as a result of disconnection from, re-connection to or interruption of the gas
- Damages caused by a third-party installer or technician
- Faults that have not been reported within 24 hours of you becoming aware of them
- Properties not included under any cover includes Council property, House association, Landlord property with homeowner cover, Homeowner property with landlord cover, Business/commercial premises, Guest houses, Hotels, Mobile and Park homes, Boats

Excluded boilers

- Electric boilers
- LPG boilers
- Oil boilers
- Warm air units
- Commercial boilers
- Back boilers
- Communal heating/hot water
- Heat pump systems
- Boilers over 10 years old
- Boilers with incomplete annual service
- Boilers with irregular or missing annual gas safe certificates
- Boilers that do not meet gas safe standards
- Accidental damage
- Lack of care
- Damages caused by a third-party installer or technician

- Boilers that our engineer judges have had a pre-existing fault within the first 30 days of agreement or prior. This is to prevent misuse of our cover service.

Process of Making a booking

- When a booking is made, a gas engineer **inspector** will first come out to diagnose the problem and provide us a report. Quick repairs will be made within the initial visit where possible. If there is more work required or parts are needed, you will receive a call from an advisor with a booking for a second visit with our engineers.
- Bookings (for plans not under the emergency cover) will be attended to within 4 working days by gas engineer inspector *this is subject to change if there is an unforeseeable surge in call outs which creates delays. A gas engineer technician (if needed) will arrive within 3 working days from that point
- We aim to arrive within 24 hours for customers under the emergency cover plan.

Health and Safety

- Our Service involves sending engineers into your homes to fix issues with complicated systems such as boilers. Therefore, we place extra importance on the safety of our customers and engineers. We have several processes in place to make sure of this.
- Causing harm, injury or verbal abuse to engineers will not be tolerated. Should this happen, the engineer has the right to immediately leave the property and you will not be reimbursed the call out charge.
- The repairs team will send an approved Gas Safe engineer to carry out the work for your gas heating and appliances or carefully vetted plumber or electrician.
- Our engineer will only work in your home if there is someone 18 years or older there the whole time. They must be able to give instructions to our engineer on your behalf.
- Our engineer will not start or continue doing any work in your home if they believe there's a health and safety hazard. Our engineer will only return to finish the work if that risk is gone.
- From time to time, we may inform you that your system needs repairs or improvements, to keep it working safely, but are not protected by your plan (for example, if your ventilation doesn't meet current Gas Safe regulations).

- If you decide not to follow this advice, you may not be protected for any further repairs to your boiler or system under this plan, and your plan will keep running until you or we change or cancel it. When this happens, you will still be liable for the agreed payments under the plan until the end date.

Limitations

- Calling a 3rd party engineer will not entitle you to a reimbursement unless we approve the works in advance.
- If our technicians conclude that another third-party engineer has carried out repairs on the boiler which is not in accordance to regulations, your claim will not be valid.
- If our technicians conclude that the fault on your boiler would have occurred prior to your agreement date, your cover will not be valid. For example, if a customer requests a repair for an untreated, blocked main heat exchange 2 months into their plan. A heat exchanger would take more than 2 months to get blocked when the boiler is not properly serviced.
- We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under the agreement that is caused by an Event Outside Our Control
- If an Event Outside Our Control takes place that affects the performance of our obligations under the agreement:
- Gas engineer **inspectors** are our responsibility and we are liable for any issues that may arise from their actions, however not of the gas engineer **technicians**. We subcontract verified/approved gas engineer technicians to carry out works. All tradesmen have their own public limited liability insurance to cover them for any of their own liability. If a problem arises, clients can call us to complain and we will inform the engineer who was at the property to rectify the faults at their own cost. On the extremely rare event where the engineer refuses to come out, we will send our own inhouse engineers to rectify the problem to make good of the error on their behalf, but not responsible for any damages they created as they are the ones personally liable, and not us as the company.

Boiler Replacement or Contribution

- We will only consider a boiler replacement or contribution towards a new boiler if:
 - You can supply the installation commissioning checklist and service history to show that your boiler has been installed and maintained in accordance with the manufacturer's instructions;
 - You can supply a record of the annual services that have been completed on your boiler
 - Your boiler was installed as per gas safe regulations
 - None of the faults were subject to our general exclusions or system specific faults which we advise we cannot help with;
 - You have been an active customer of ours for at least 6 months;
 - We will only ever cover the cost of replacement boilers that have been supplied and installed by us;
 - Any replacement will be suitable for your property, but we shall not be responsible for the cost of a "like for like" replacement;
 - We are not responsible for the costs of any upgrades required to meet current regulations;
- If the boiler is under 8 years old and beyond economic repair, we will replace your boiler. If your boiler make is not available, we will install a boiler that is adequate for your home. This is not an upgrade plan
- If the boiler is beyond economic repair and over 8 years old, you will have to pay the full installation and supply costs.

Boiler makes covered

- Vaillant, Worcester, Baxi, Main, Glow worm, Ideal, Ferroli, Intergas, Heatline, Vokera, Viessmann, Potterton (except Powermax)

Our Contact details and opening hours

Contact details – to get in touch with us via email, you can send your enquiry to support@OneProtect.com. We will aim to respond within 24 hours but may take up to 48 hours to hear from us.

Using our website is the fastest way to request a repair or sign up for one of our plans.

You can also reach us at 020 xxxx if you find it easier to communicate with an agent instead of using our website.



Opening hours – for non-emergency enquiries we are open from 9:00 am to 6:00pm

For emergency enquiries, we are available 24/7 for assistance on:
Requesting an urgent repair relating to a leak or burst pipes

If you have a gas leak, you should get in touch with the national gas emergencies number on 0800 111 999.

TERMS AND CONDITIONS

We don't give business customers all the same rights as consumers

For example, business customers can't cancel their orders, they have different rights where there is a problem with a product and we don't compensate them in the same way for losses caused by us or our products. Where a term applies just to businesses or just to consumers, this is clearly stated. You are a business customer if you are buying products wholly or mainly for use in connection with your trade, business, craft or profession, even if you are an individual.

If you are a business customer this is our entire agreement with you

If you are a business customer these terms constitute the entire agreement between us in relation to your purchase. You acknowledge that you have not relied on any statement, promise, representation, assurance or warranty made or given by us or on our behalf which is not set out in these terms and that you have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in this agreement.

Sometimes we reject Orders

Sometimes we reject Orders, for example, because a product is unexpectedly out of stock, because a credit reference we have obtained is unsatisfactory, because you are located outside our service areas, or for any other reason at our discretion. When this happens, we let you know as soon as possible and refund any sums you have paid.

Supply of Services

- We shall supply the Services to you in accordance with this Contract in all material respects.
- We shall use all reasonable endeavours to meet any performance dates specified in Order Form or agreed with you, but any such dates shall be estimates only and time shall not be of the essence for performance of the Services.
- We reserve the right to amend the specification if necessary to comply with any applicable law or regulatory requirement, or if the amendment will not materially affect the nature or quality of the Services, and we will notify you in any such event.
- We warrant that the Services will be provided using reasonable care and skill.
- Any products, parts and materials supplied by us shall be standard parts commonly used in the industry and purchased from a reputable specialist heating supplier. We do not guarantee nor shall be responsible for such products and their operation.
- All repairs carried out by us shall be subject to a 30-day guarantee starting with the date of completion.

If you are a business customer you have no set-off rights

If you are a business customer you must pay all amounts due to us under these terms in full without any set-off, counterclaim, deduction or withholding (other than any deduction or withholding of tax as required by law).

We charge interest on late payments

If you miss a payment, you will be liable to an additional fee of £15 for each default. If we're unable to collect any payment you owe us, we will charge interest on the overdue amount at the rate of 4% a year above the Bank of England base rate from time to time. This interest accrues on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You pay us the interest together with any overdue amount.

We're not responsible for delays outside our control

If our supply of your product is delayed by an event outside our control, we contact you as soon as possible to let you know and do what we can to



reduce the delay. As long as we do this, we won't compensate you for the delay, but if the delay is likely to be substantial you can contact our Customer Service Team to end the contract and receive a refund for any products you have paid for in advance, but not received, less reasonable costs we have already incurred.

No claim period

You will be unable to make a booking for the first 28 days from the Start Date.

You're responsible for making sure that the information you give us is accurate

You must ensure that you:

- Ensure that the terms of the Order and any information it provides in the Specification are complete and accurate;
- Co-operate with us in all matters relating to the Services;
- Provide us, our employees, agents, consultants and subcontractors, with access to your premises, office accommodation and other facilities as reasonably required;
- Provide us with such information and materials as we may reasonably require in order to supply the Services, and ensure that such information is complete and accurate in all material respects;
- Prepare your premises for the supply of the Services;
- Inform us as soon as possible if you change homes as your cover will only protect your current home;
- Obtain and maintain all necessary licences, permissions and consents which may be required for the Services before the date on which the Services are to start;
- Keep all materials, equipment, documents and other property of the Supplier at your premises in safe custody at its own risk, maintain them in good condition until returned to the Supplier, and not dispose of or use them other than in accordance with the Supplier's written instructions or authorisation; and
- Comply with any additional obligations as set out in the Contract.

We may charge you if you don't give us information we need or do preparatory work as agreed with us

We will charge you additional sums if you don't give us information, we've asked for about how we can access your property for delivery, installation or to provide services or if you don't do preparatory work for installation, as agreed with us. Without limiting or affecting any other right or remedy available to us, we shall have the right to suspend performance of the Services until you do so.

We shall not be liable for any costs or losses sustained or incurred by you arising directly or indirectly from our failure or delay to perform any of our obligations and you shall reimburse us on demand for any costs or losses sustained or incurred by us arising directly or indirectly from your default.

If you are a consumer, you have a legal right to change your mind

Your legal right to change your mind. You have a legal right to change your mind about your Cover and receive a refund of what you paid. This is subject to some conditions, as set out below.

When you can't change your mind. You can't change your mind about an order for:

- services, once these have been completed;
 - products sealed for health protection purposes, once these have been unsealed after you receive them;
 - goods that are made to your specifications or are clearly personalised; and
 - goods which become mixed inseparably with other items after their delivery.
- **The deadline for changing your mind.** If you change your mind about a product, you must let us know no later than 14 days after the date that you purchased the Cover.

How to let us know. To let us know you want to change your mind, contact our Customer Service Team.

You have to pay for services you received before you change your mind. We don't refund you for the time you were receiving the Service before you told us you'd changed your mind.

Your rights and remedies if you are a consumer

We honour our legal duty to provide you with products that are as described to you on our website and that meet all the requirements imposed by law. Your legal rights are summarised below. These are subject to certain exceptions. For detailed information please visit the Citizens Advice website www.citizensadvice.org.uk.

Summary of your key legal rights

If your product is **goods**, for example a boiler part, the Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product your legal rights entitle you to the following:

- Up to 30 days: if your goods are faulty, then you can get a refund.
- Up to six months: if your goods can't be repaired or replaced, then you're entitled to a full refund, in most cases.
- Up to six years: if your goods do not last a reasonable length of time, you may be entitled to some money back.

If your product is **services**, for example your repair plan, the Consumer Rights Act 2015 says:

- You can ask us to repeat or fix a service if it's not carried out with reasonable care and skill, or get some money back if we can't fix it.
- If a price hasn't been agreed upfront, what you're asked to pay must be reasonable.
- If a time hasn't been agreed upfront, it must be carried out within a reasonable time.

Your rights if you are a business

We warrant that on delivery, any products which are goods shall:

- conform in all material respects with their description and any relevant specification;
- be free from material defects in design, material and workmanship;
- be of satisfactory quality (within the meaning of the Sale of Goods Act 1979); and
- be fit for any purpose held out by us.

Your remedies if you are a business

Unless an exception applies (see *Exceptions to business customers' warranty*) if:

- you give us notice in writing during the warranty period within a reasonable time of discovery that a product does not comply with the business customer warranty;
- we are given a reasonable opportunity of examining such product; and
- you return such product to us at our cost,

we shall, at our option, repair or replace the defective product, or refund the price of the defective product in full and this will be your only remedy for breach of the warranty. These terms shall apply to any repaired or replacement products supplied by us.

Exceptions to business customers' warranty

We will not be liable for a product's failure to comply with the business customer warranty if:

- you make any further use of such product after telling us it is non-compliant;
- the defect arises because you failed to follow our oral or written instructions as to the storage, installation, commissioning, use or maintenance of the product or (if there are none) good trade practice;
- the defect arises because we followed any drawing, design or specification supplied by you;
- you alter or repair the product without our written consent; or
- the defect arises because of fair wear and tear, wilful damage, negligence, or abnormal working conditions

We can change products and these terms

We can always change a product:

- to reflect changes in relevant laws and regulatory requirements; and
- to make minor technical adjustments and improvements, for example to address a health and safety concern. These are changes that don't affect your use of the product.

We can always change these Terms subject to notifying you via email in advance.

We let you know, may adjust the price and may allow you to terminate

We will contact you in advance to tell you we're suspending supply, unless the problem is urgent or an emergency. If we suspend the product for longer than 3 months in any 6-month period we adjust the price so you don't pay for it while it's suspended. If we suspend supply, or tell you we're going to suspend supply, for more than 3 months you can contact our Customer Service Team to end the contract and we'll refund any sums you've paid in advance for products you won't receive.

We will increase our Charges

We reserve the right to increase the Charges on an annual basis with effect from each anniversary of the Start Date in line with the percentage increase in the Retail Prices Index in the preceding 12-month period and the first such increase shall take effect on the first anniversary of the Commencement Date and shall be based on the latest available figure for the percentage increase in the Retail Prices Index.

We can end our contract with you

We can end our contract with you for a product and claim any compensation due to us if:

- you don't make any payment to us when it's due and you still don't make payment within 30 days of our reminding you that payment is due;
- you don't, within a reasonable time of us asking for it, provide us with information, cooperation or access that we need to provide the service; and
- at our sole discretion.

Consequences of termination

On termination or expiry of the Contract:

- You shall immediately pay to us all of the outstanding unpaid invoices and interest and, in respect of Services supplied but for which no invoice has been submitted, we will submit an invoice, which shall be payable by you immediately on receipt;
- You shall return all of our materials, and any products or parts which have not been fully paid for. If you fail to do so, then we may enter your premises and take possession of them. Until they have been returned, you

shall be solely responsible for their safe keeping and will not use them for any purpose not connected with the Contract.

- Termination or expiry of the Contract shall not affect any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination or expiry, including the right to claim damages in respect of any breach of the Contract which existed at or before the date of termination or expiry.

We don't compensate you for all losses caused by us or our products

Our liability to consumers. We're responsible for losses you suffer caused by us breaking this contract unless the loss is:

- **Unexpected.** It was not obvious that it would happen and nothing you said to us before we accepted your order meant we should have expected it (so, in the law, the loss was unforeseeable).
- **Caused by a delaying event outside our control.** As long as we have taken the steps set out in the section 6.
- **Avoidable.** Something you could have avoided by taking reasonable action. For example, damage to your radiators, which was caused by a product we supplied and which you could have avoided by following our advice or the instructions of use.
- **A business loss.** Our liability for any loss you suffer in connection with your trade, business, craft or profession is limited, as described in *Our liability to businesses*.

Our liability to businesses

If you're a business, then, except in respect of the losses described in *Losses we never limit or exclude*:

- we shall not be liable to you, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, or any indirect or consequential loss arising under or in connection with any contract between us;
- we shall not be liable for any losses caused by a third party who is not an employee of the Supplier, such as, but not limited to, a subcontractor or an engineer that we have outsourced the Services to; and
- our total liability to you for all other losses arising under or in connection with any contract between us, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall be limited to the total sums paid by you under this Contract.



Our liability to consumers

If you're a consumer, then, except in respect of the losses described in *Losses we never limit or exclude*:

- we shall not be liable to you, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, or any indirect or consequential loss arising under or in connection with any contract between us;
- we shall not be liable for any losses caused by a third party who is not an employee of the Supplier, such as, but not limited to, a subcontractor or an engineer that we have outsourced the Services to; and
- our total liability to you for all other losses arising under or in connection with any contract between us, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall be limited to £1,000.

Losses we never limit or exclude

Nothing in these terms shall limit or exclude our liability for:

- death or personal injury caused by our negligence, or the negligence of our employees, agents or subcontractors (as applicable);
- fraud or fraudulent misrepresentation; or
- any matter in respect of which it would be unlawful for us to exclude or restrict liability.

We use your personal data as set out in our Privacy Notice

How we use any personal data you give us is set out in our Privacy Notice: <https://oneprotect.co.uk/privacy-notice/>.

Law

These terms are governed by English law. If you are a consumer then, wherever you live, you can bring claims against us in the English courts and if you live in Wales, Scotland or Northern Ireland, you can also bring claims against us in the courts of the country you live in. If you are a consumer, we can claim against you in the courts of the country you live in. If you are a business, you irrevocably agree to submit all disputes arising out of or in

connection with our contract with you to the exclusive jurisdiction of the English courts.

Other important terms apply to our contract

We can transfer our contract with you, so that a different organisation is responsible for supplying your product. We'll tell you in writing if this happens and if you are a consumer, we'll ensure that the transfer won't affect your rights under the Contract. If you're a consumer and you're unhappy with the transfer you can contact our Customer Service Team to end the contract within 14 days of us telling you about it and we will refund you any payments you've made in advance for products not provided.

You cannot transfer your Contract with us to someone else.

Nobody else has any rights under this contract. This contract is between you and us. Nobody else can enforce it and neither of us will need to ask anybody else to sign-off on ending or changing it.

If a court invalidates some of this contract, the rest of it will still apply. If a court or other authority decides that some of these terms are unlawful, the rest will continue to apply.

Even if we delay in enforcing this contract, we can still enforce it later. We might not immediately chase you for not doing something (like paying) or for doing something you're not allowed to, but that doesn't mean we can't do it later.

