



# **TERMS and CONDITIONS**

## **For Residential Service Agreements**

Repairs or replacement of equipment denoted as deficient during the inspection are not considered part of this Agreement.

Refrigerant is not covered under maintenance agreement.

Additional work requested will be performed at prevailing rates if approved by the Customer.

Additional work required to perform maintenance or restore systems to operation due to faulty equipment or circumstances which delay Company's work, are not included and will be billed as additional costs at normal rates.

The maintenance outlined in this agreement will be performed during normal business hours.

Costs quoted in this Agreement assume normal and customary requirements to complete work.

Plan must be paid on a recurring monthly or annual basis with credit card or ACH(checking account withdrawal). If original payment is made by check, future payments will be made by ACH unless credit card information is supplied by the customer.

Plan will continuously auto renew. Customer may cancel within 30 days of annual renewal. Customer is responsible for updating payment information if it changes.

For new Agreement accounts, payments must be made to equal service already provided before cancellation will be effective.

In the event the customer fails to schedule services under this agreement, and reasonable attempts have been made on the company's behalf to contact the customer, any unused services will not be refunded.

Agreement and benefits are not transferable.

For the Complete Plan, the filter value is up to \$250/year.

Humidifier add on plan of \$4/month applies only to the #10 or #35 humidifier panels. Steam or other humidifier variations are excluded.