

Residential Plumbing Maintenance Agreement



CUSTOMER INFORMATION:

New Agreement Renewal Quote Only Date: _____

Customer Name: _____

Billing Address: _____

City _____ State _____ Zip _____

Preferred Phone Contact _____ Alternate: _____

Email Address: _____

Covered Property Address: Same as Billing Address

City _____ State _____ Zip _____

SERVICE AGREEMENT PRICING:

\$295 Annually/ \$25 Monthly

ADDITIONAL COST:

Tankless Heaters Qty ____ x \$100 = _____

Additional Standard Heaters Qty ____ x \$50 = _____

TOTAL ADDITIONAL COST = _____ Annually

(Multiply Cost by 1.1, then divide by 12 for monthly additional cost if customer is paying monthly.) = _____ Monthly

Customer Approval _____ Date: _____

PAYMENT INFORMATION:

Customer paying: **Annually** **Monthly**

PAYMENT METHOD: (Monthly payments must be made by credit/debit card.)

Credit/debit Card Check (Must pay in full for the year.) Cash (Must pay in full for the year.)

*Customer agrees that monthly payments will be automatically applied to their card on file each month on the day they began their agreement. Plans will automatically renew after one year for all customers (monthly and annual) who place a card on file. This can be cancelled anytime after the first year by calling Young Plumbing Services at least one week prior to bill date

BENEFITS AND RESPONSIBILITIES

By signing this contract, I, _____, am agreeing to the following statements. I am stating that I fully understand both the benefits of this contract as well as my responsibilities as a member.

The customer must place a card on file for monthly payments and will be automatically billed the price stated above each month on the day in which the contract began. This date can be changed by calling Young Plumbing Services at least one week prior to the bill date one time during the contract year. The plan will be automatically renewed on the 13th month unless Young Plumbing Services is notified by phone call, email, or written letter within 14 days of my renewal date. This automatic renewal also applies to customers paying annually who have placed a card on file.

All card transactions are subject to a 3.5% processing fee. This fee is charged by the card processor. It will appear on the credit card receipt but not on the receipts from Young Plumbing Services.

This Maintenance Agreement is designed to help me avoid major plumbing mishaps/failures; however, not all things can be avoided. Young Plumbing Services cannot guarantee that repairs won't be necessary throughout the term of the contract, but if they are needed, this agreement offers valuable savings.

The benefits of the Maintenance Plan as outlined below:

- *All toilets inspected for leaks/malfunctions and flappers replaced if necessary.
- *All exposed and easily accessible pipes inspected for corrosion, leaks, loose connections.
- *All fixtures inspected.
- *Outdoor hose bibs or fixtures inspected.
- *Water heater flushed and inspected for rust, leaks, and damage. (Extra charge for tankless heaters.)
- *Water pressure checked.
- *Value rate on all services for the year

The Maintenance agreement covers a standard tank water heater. Homes with a tankless heater (or multiple heaters) will incur the additional costs outlined on page 1.

Young Plumbing Services bills all repairs primarily as flat rate items. As a Maintenance Club member, I will receive value rates on all repairs, which are discounts ranging from 10%-15% on all items.

The customer can utilize a Senior, Military, First Responder, or other discount towards the price of my plan; however, because repairs are already discounted, it cannot be "stacked" onto repairs covered under this contract. Should the home require any major plumbing repairs, Young Plumbing Services may offer further discounts.

My agreement also entitles me to savings on Emergency Services! Members will pay the full emergency fee of \$250 but will receive value rates on all repairs. All emergency fees will be charge to the card on file and will be subject to the 3.5% processing fee. Repair costs may be paid via card, check, or cash.

"Emergency Services" are considered urgent repairs occurring after business hours. These apply only to situations in which the member's plumbing as been rendered unusable, there is a major & active leak, or there is a situation which could cause damage to the member's home. In these situations, the goal of the service will be to stop the emergency (stop the leak, restore functionality). Repairs may be temporary and may require another appointment during business hours.

TERMS & CONDITIONS

- Inspections will be scheduled Monday through Friday between 9:00 AM and 3:00 PM, except holidays.
- Upon issuing this agreement, Young Plumbing Services will inspect and inventory equipment, fixtures and the plumbing system to be covered.
- Any repairs deemed necessary will be reported to the homeowner. These repairs are billable at our normal rates. Should the agreement be purchased
- Under the conditions of this agreement, you, as the homeowner of the covered location, agree to:
 - Operate covered equipment according to the manufacturer's and our technicians' recommendations.
 - Promptly notify YPS of any unusual operating conditions of the equipment.

and paid for at the time of repair, the member pricing terms of this agreement will be applied, and this inspection will constitute your first year’s maintenance check.

- YPS reserves the right to reject any service agreement for any reason or if upon inspection by our technician, equipment is found to be in poor operating condition.
- Under this agreement, YPS will provide a qualified technician to check your plumbing system once per contract year, scheduled Monday through Friday between 9:00 AM and 3:00 PM, except holidays.
- It is the responsibility of the homeowner to notify YPS of desired dates for maintenance; YPS recommends scheduling at least two weeks in advance. You can schedule service by calling us or completing a “Contact Us” form on our website. www.youngplumbingservices.com
- If you cannot make a previously scheduled appointment, a 24-hour notice is required. If we are not able to access your home or 24-hour cancelation notice is not provided, an \$75.00 “Service Call” fee will be charged.
- During prolonged extreme weather conditions maintenance checks may be rescheduled to accommodate service agreement customers without water or hot water.

- The customer must schedule annual maintenance inspections; YPS will not reimburse for inspections not scheduled within the contract year.
- The customer will permit only YPS service technicians to perform maintenance or repairs on the plumbing system.
- The effective date of this agreement is the date of receipt of payment and will become the annual renewal date.
- This agreement is non-refundable, in whole or in part.
- The ownership of this agreement is location-specific and transferable to a new owner for \$50.00, up to 30 days prior to the renewal date. Within 30 days of the renewal date, this agreement is non-transferrable.
- The rates for and in this agreement may be adjusted at the discretion of YPS to reflect current cost and warranties.
- Payment for services rendered is due upon completion of service.
- Outstanding balances may be subject to late fees.
- No services will be rendered under this agreement for a customer with an outstanding balance to YPS greater than 15 days

EXCLUSIONS & DISCLAIMERS

- YPS does not cover the following under this agreement: exterior plumbing, well pumps, frozen pipes/fixtures or damage resultant from frozen pipes, motors or electrical wiring for jetted tubs, polybutylene piping and derivatives thereof. YPS does not repair appliances.
- All other plumbing equipment not listed or addressed here is not covered under this agreement and therefore repairs needed to such plumbing equipment will be billable at regular pricing, less 10% Service Member Agreement pricing.
- YPS reserves the right not to replace parts and equipment, even if they are covered under a manufacturer’s warranty, in the event that replacement will not correct the problem or will cause damage to the part or equipment in question.
- YPS cannot cover or be held liable for the following under this or any of our agreements:
 - Acts of Nature.
 - Work performed or materials provided by individuals or companies other than Young Plumbing Services, LLC. YPS reserves the right to terminate any of the obligations of this agreement if this occurs.

- Repairs to products beyond their useful life, for cosmetic purposes, or to parts no longer available.
- Work or changes which at some future date may be required by government, codes or insurance.
- Freight or shipping charges for special order, rush order, or other parts.
- Energy or fuel costs associated with the covered equipment’s operation.
- YPS and its agents are not qualified mold, mildew or fungus inspectors. Under this agreement, yps and its agents expressly disclaim any duty to inspect, identify, report or remove the presence or growth of any mold, mildew, fungus, or any combination thereof, on or around any equipment covered by this agreement. yps and its agents will be held harmless for any damages, including special damages and consequential damages, caused by the presences or growth of mold, mildew, fungi or any combination thereof that is due to or related to equipment or failure of equipment covered by this agreement.

The services to be performed under this Agreement are not a guarantee against normal wear, obsolescence, or malfunctioning due to misuse or negligence, nor shall inspections be construed as an approval or guarantee of the condition of equipment. Any modification of these terms and conditions, written or otherwise, renders the Agreement null and void. Young Plumbing Services, LLC will repair and maintain equipment covered by this Agreement. However, this is not an insurance policy. Young Plumbing Services, LLC is not an insurer and will not be held liable for any and all special or consequential property damages due to or related to equipment or failure of the plumbing system, including water damage due to leaks from condensate lines, indoor coils or water lines. Furthermore, Young Plumbing Services, LLC will not be held liable for a home not continuously occupied or damages that occur during an extended period of time in which a home is vacant. Upon acceptance of this Agreement, the Customer warrants that all work areas are free of hazards (asbestos, insects, poison ivy, chemicals, mold, etc. ...) and to clear or have cleared the property of any hazards or debris that would impede or prohibit an expeditious, professional installation or repair. In the event that a hazard is discovered during the course of work, all work shall cease until the Customer has taken proper abatement of the hazard at the Customer’s expense. Work will be performed unless postponed by strikes, accidents, extreme weather, acts of God or other delays uncontrollable by the Company. This Agreement represents the entire agreement of the parties with respect to the services bargained for. This Agreement supersedes any previous or contemporaneous agreements, conditions, and understandings, whether oral or written. Any disputes arising under the Agreement will be governed by the law of the State of South Carolina. The Customer agrees to pay reasonable attorneys’ fees as part of any judgment against him/ her, their representative or their estate arising from the enforcement of this Agreement or the invoice. If any statement or clause of this Agreement is held unenforceable, it shall not negate any other clause or statement contained herein.

Member Signature

Date