

TERMS & CONDITIONS

- * This agreement shall be valid for the term of 12 months for each year purchased.
- 2 This annual agreement shall automatically renew unless "OPT-OUT" is completed and returned prior to the Due Date.
- 1 A written request is required to transfer this agreement to another location or customer within the company's service area.
- 3 Emergency Service is reserved for periods of extreme weather and when a customer has no other heat/air source available.
- 4 "No Diagnostic Fee" is only valid if recommended repairs are made within 10 days of inspection. A Trip Charge may apply.
- 5 "Discount on Annual Renewal" is only valid if payment is received on or before the Due Date.
- * This agreement does not include repair parts/labor, materials or filters. (Lubrication and cleaning supplies are included)
- * Filters will be changed if on property at the time of the inspection or can be ordered through our office a minimum of 3 business days prior to the scheduled inspection.
- * Inspections will only be scheduled during the company's regular business hours.
- * The company reserves the right to postpone services if conditions are found to be unsafe or unsanitary. The customer shall be responsible for providing a safe and sanitary environment. A returning Trip Charge may apply.
- * Inspections can only be completed during optimal weather conditions. It may be necessary to schedule or reschedule appointments according to these conditions.
- * The company reserves the right to cancel an agreement, without service, if account is not kept current.
- * Inspections not completed within the agreement period will not be refunded, replaced or credited.
- * This is a pre-paid agreement for service and refunds will not be provided for agreements cancelled prior to expiration date.
- * The company shall not be liable for injury or damage to persons or property or consequential damage resulting from defects in or non-operation of equipment or accessories, nor resulting damage from clogged drain pans or drain lines.
- * Any repairs required to keep the system(s) running properly, will be brought to the customer's attention during the inspection. If repairs are approved, payment for those repairs are due at the time of service.

OPT-OUT

CANCELLATIONS MUST BE RECEIVED PRIOR TO "DUE DATE" ON FRONT

I would like to cancel my contracted Preventative Maintenance services with Goff HVAC.

"I understand by cancelling this service, any remaining warranties on my heating and cooling system may be in jeopardy. I have read the equipment manufacturer's warranty certificate and accompanying documents. I understand it is now be my responsibility to meet all maintenance requirements set forth by my equipment manufacturer's warranty. I agree to provide any service company with all maintenance records if ever I need a repair to be made under a warranty. I understand the manufacture has the right to deny any warranty coverage if I fail to provide adequate records, and I will be responsible for all costs associated with such repairs."

CUSTOMER'S SIGNATURE

DATE

REASON FOR CANCELLATION

ACKNOWLEDGEMENT

By providing payment for this agreement, "I acknowledge I have read and agree to this PM Agreement in its entirety. I agree to pay as outlined. I understand maintenance on my heating and cooling system may be required more often than what is provided by this PMA service. I understand that I am responsible for maintenance items due between PMA inspections. These items may include, but are not limited to, routine filter changes, clearing the drain lines and other such maintenance items as outlined in my system's Owner's Manual. I understand that the purpose of this PM Agreement is to assist with the maintenance process, look for potential issues I may not be aware of and to help uphold the warranty on my heating and cooling system."

CREDIT/DEBIT CARD PAYMENT AGREEMENT

- * By providing my credit/debit card information, I am authorizing Goff HVAC (aka 417 HVAC, Inc or Wallis Sales & Services, LLC) to charge my account for the full amount due and future renewal amounts until cancelled.
- * I agree to contact Goff HVAC immediately regarding any questions or problems with charges made to this credit or debit card. I will not dispute any charges with my credit card company or any other entity unless I have attempted to rectify the situation directly with Goff HVAC.
- * I understand that a declined credit or debit card transaction will be treated the same as a "returned" or "non-sufficient funds" check and that I will be charged a \$25 fee.

PLEASE PRINT CLEARLY

NAME ON CARD

CARD NO

EXP DATE

BILLING ZIP CODE

SECURITY CODE

ALL CREDIT/DEBIT CARD INFORMATION IS SECURELY FILED.