

# Assurance Agreement: Terms and Conditions

By enrolling in an Assurance Agreement, you agree to comply with the terms outlined herein. We reserve the right to modify or update these terms at any time without prior notice. Any changes will be effective immediately upon posting. It is your responsibility to review these terms periodically.

Enrollment in the Assurance Agreement is not pro-rated and is non-refundable.

## ProCheck Performance and Safety Inspection Appointments

As an annual maintenance agreement member, you already know the many advantages of keeping your HVAC system professionally maintained—it's one of the reasons you enrolled!

While many homeowners schedule maintenance in the preseason, the truth is that effective maintenance can be done any time during the heating or cooling season. The most important thing is consistency. As long as your system receives a thorough inspection and tune-up once a year, you'll continue to enjoy optimal performance, improved energy efficiency, and a reduced risk of unexpected breakdowns.

The 20-Point ProCheck is an annual Performance and Safety Inspection—maintenance visits—for your furnace and AC. It is completed per season (not preseason); it is scheduled once during the heating season and once during the cooling season.

We will contact you to schedule your ProChecks on your furnace and air conditioner, so you don't have to remember to call.

- Furnace ProCheck maintenance visits are scheduled from August through May.
- Air conditioner ProCheck maintenance visits are scheduled from March through October.

Equipment must be accessible to complete your maintenance properly. Please clear any obstructions to the equipment, such as furniture, boxes, weeds, and nests.

Parts, repairs, and fluids, if needed, will incur additional costs, which will be quoted on-site. Completed repairs may require a separate appointment.

The weather can play a major role in our ability to perform air conditioner maintenance, as some air conditioners require outdoor temperatures to be above 65-70 degrees. This can affect our scheduling.

## Rescheduling Maintenance Appointments

Wm. Price reserves the right to reschedule a maintenance visit due to an emergency. Examples include but are not limited to: heavy call load for agreement holders whose equipment is not working, weather constraints, or a technician is off unexpectedly.

In the event maintenance needs to be rescheduled, Wm. Price Heating & Cooling will make every attempt to have you rescheduled as soon as possible.

## Priority Scheduling

As an annual maintenance agreement customer, you are given priority over non-agreement-holding customers. "Priority Scheduling" is defined as: Agreement holders are placed on the schedule before non-agreement holders on a first-come, first-served basis.

Please note:

- Priority Scheduling does not guarantee same-day service.
- Priority Scheduling is for all emergency and non-maintenance visits.
- Emergency service visits are still subject to their standard fees.
- Waived service fee for repair visits (including after-hours, weekends, and holidays).
- Parts, repairs, and fluids, if needed, will incur additional costs, which will be quoted on-site; though Assurance Agreement members are eligible for 10% off repairs.
- Completed repairs may require a separate appointment.

Wm. Price Heating & Cooling makes every attempt to address your repair or emergency service call as quickly as possible. We value you as an Assurance Agreement customer and appreciate your patience, especially during peak seasons and times.

## Loyalty Bucks

The Loyalty Bucks program is exclusive to the Wm. Price Heating & Cooling Assurance Agreement plan. It is a way for us to thank our loyal clients who continue to trust us with their maintenance needs year after year.

As an Assurance Agreement holder, you earn \$100 in Loyalty Bucks when you renew your plan each year. Loyalty Bucks can be used towards the replacement of equipment covered in your Assurance Agreement or towards the purchase of enhancement products for covered systems.

The Loyalty Bucks can accumulate to a maximum value of \$1,500 towards the replacement of a complete system or up to \$750 off a single major component of your system.