

## Security Care Plan Terms and Conditions

- **Priority Service:** Priority Service does not guarantee same-day service; it does mean a quicker response during busy times. Agreement holders are placed on the schedule before non-agreement holders on a first-come, first-served basis. We will use every effort to provide Priority Service through preferential scheduling of your Service Call.
- **Appointment Scheduling Reminders:** We will contact you to schedule your safety ProChecks on your furnace and air conditioners, so you don't have to remember to call.
- **Non-Refundable Enrollment:** Enrollment in the Security Care Plan is non-refundable.
- **Additional Costs:** Parts, repairs, and fluids, if needed, will incur additional costs, which will be quoted on-site. Completed repairs may require a separate appointment.
- **Automatic Renewal:** The plan will automatically renew one year from your registration date. To cancel the automatic renewal or request early cancellation of your Security Care Plan, you must give 30-day written notice. There is a \$35 early cancellation fee. The Security Care Plan is not pro-rated and remains non-refundable if terminated early.
- **Annual ProChecks:** 20-Point Safety ProChecks are scheduled annually. Cooling ProChecks are scheduled once during the cooling season (March through October), and Heating ProChecks are scheduled once during the heating season (August through May).
- **Weather Considerations:** Weather can significantly impact the ability to perform air conditioner maintenance. Some air conditioners require outdoor temperatures to be above 65-70 degrees. Cooling ProChecks may be rescheduled based on weather conditions.
- **Accessibility:** Equipment must be accessible for proper maintenance. Please ensure that any obstructions, such as furniture, boxes, weeds, and nests, are cleared away from the equipment.
- **Rescheduling Rights:** Wm. Price Heating & Cooling reserves the right to reschedule a maintenance visit for any reason. Common reasons include heavy call loads, weather constraints, or unexpected technician unavailability. If your ProCheck needs to be rescheduled, Wm. Price Heating & Cooling will make every effort to reschedule as soon as possible.

At Wm. Price Heating & Cooling, we value you as a Security Care Plan customer and appreciate your patience and understanding during seasonal scheduling.