

## General Conditions and Exclusions

1. The term of the Plan is for a one (1) year period and will re-new automatically each year unless terminated by either the customer or Company. No credit will be issued if the Plan is canceled before the expiration date.

2. Repairs or services not covered by the Plan will be performed and charged to the customer at prevailing rates and / or as prescribed by the plan and services purchased.

3. The Service Plan does not cover labor or materials to repair damage to the heating system or residence caused by the customer's neglect, including, but not limited to insufficient water for boiler, blown fuses or other failure of electrical system, improper thermostat settings or faulty thermostat, having heating system switches in the "OFF" position, debris build up in the air or venting systems and other causes related to the improper operation or maintenance of the heating system by the customer. Damage, repairs or replacement of parts or components caused by Acts of God, fire, flood, freezing, storm or weather conditions, power loss or surges and water damage.

4. The Company will provide service as soon as practical, during regular business hours under normal conditions or on an emergency basis, if necessary. The Company will not be liable for any damages arising from a delay or failure to provide service due to conditions beyond its control such as Acts of God, labor disturbances or strikes, unavailability of mechanics or parts, failure or interruption of customer's electricity, inaccessibility of the heating system, storms, floods or other severe weather conditions, or government laws or regulations.

5. Customer agrees to release and hold Company harmless from all and liability for any delay or failure to render the service or to make delivery of any merchandise as set forth herein due to federal, state or municipal actions or regulations; strikes or any other labor troubles; fires; embargoes, accidents, war, or any other cause contingent to, or circumstances beyond the control of, Company and/or that make the fulfillment of this Agreement impractical. On removal of the cause of such failure or interruption, performance shall be resumed pursuant to the terms as set forth herein. COMPANY SHALL BE RELEASED FROM LIABILITY AND SPECIFICALLY DISCLAIMS ANY AND ALL LIABILITY FOR INDIRECT, INCIDENTAL, PUNITIVE, EXEMPLARY, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND SUSTAINED BY CUSTOMER. Company shall be released from liability for any injury, loss or damages whatsoever that are occasioned, in whole or in part, by defective design; faulty; incomplete or erroneous plans or specifications; defective materials or parts; defective operation or malfunction of any equipment. Company takes no responsibility for any instructions, directions, operating guidelines or warranties contained in any book, booklet, guide, manual or warranty from any manufacturer or dealer.

6. Payment Terms: All payments under this Agreement shall be due when billed. Terms are net thirty (30) days from invoice date. In the event said charges are not so paid, when due, Customer agrees to pay service charge of 1-1/2 % per month, which is an 18 % Annual Percentage Rate, and which will be charged on the average daily balance on any account past due over thirty (30) days.

7. Service Hours: As a Priority Customer you will have 24-hour coverage every day including holidays for emergency service. Normal working hours are Monday through Friday, 7:30 a.m. to 4:30 p.m.

8. The Customer agrees to all terms and conditions listed in this brochure during the term of this Agreement and any renewals thereof. The Customer agrees that in the event there are any changes in the future, the terms and conditions of this Agreement shall continue to apply.

9. In the event that the residence is sold, the Service Plan may remain in effect and can be conveyed to a new owner for the remaining term of the Plan provided the Plan has been paid in full.

10. Company shall not be required to furnish any items of equipment, labor or other services, including, but not limited to, the performance of any tests, which are recommended or required or that may be required at some future date by any insurance company, any governmental agencies or authorities, and/or pursuant to any statutes, regulations or other laws.

11. Amendment and Cancellation. We may amend or change the terms of this Agreement at any time. You will be notified of any change in the manner provided by applicable law prior to the effective date of the change. However, if the change is for security purposes, we can implement such change without prior notice. We may suspend or cancel this Agreement at any time. Your termination of this Agreement will not affect any of our rights or your obligations arising under this Agreement prior to termination.



HEATING & AIR CONDITIONING

## NATURAL GAS SERVICES



Al's Quality is Your Local Service Provider

508.222.3187

Al's Quality Oil | 329 Tremont Street, Rehoboth, MA 02769 | 508-222-3187

# A Natural Gas Service Plan is a Good Idea

Our natural gas customers like the fact that we are local and available. Al's Quality is your local service provider and this can make a significant difference – particularly if you need emergency repairs.

We service the spectrum of gas heating units and our annual tune up will assure that your system is operating at peak efficiency. This also means that filters, critical to clean indoor air quality, are replaced and maintained each year. A properly maintained gas system can also increase the life span of the equipment and can keep energy usage as low as possible.

At Al's Quality you are guaranteed service from a local provider that is there for you.



## CLEANER INDOOR AIR

New air filters each year can make a big difference in the amount of dust and particulates blowing through a hot air system.



## SAFETY INSPECTION

Our technicians will conduct a safety inspection of the heating system based on manufacturer's recommendations and industry best practice.



## EMERGENCY SERVICE

Rest assured if your system needs unplanned repair we will be there for you 24/7.



## ANNUAL TUNE UP

The annual tune up will keep your system running efficiently which save on fuel usage and extends the life of your equipment.



## 50% DISCOUNT ON PARTS AND LABOR

Parts and filters normally included with the tune up are free with the Plan. Other parts and labor will be discounted at 50%. (This does not apply to a system replacement.)

# 508-222-3187

## BENEFITS OF OUR SERVICE PLAN

- ▶ Annual System Tune Up
- ▶ New Air Filters for Cleaner Indoor Air
- ▶ On Call 24/7 Emergency Service
- ▶ 50% Discount on Parts and Labor
- ▶ Safety Inspection

## PLAN PRICE: \$225

*Get the entire package of services and discount benefits along with the piece of mind that comes with knowing your system will work efficiently and we'll be here for you if you need us.*