

General Conditions and Exclusions

This Service Plan is available to automatic delivery customers who purchase their fuel oil and all heating systems services from us during the term of the Service Plan and whose payments are in accordance with our payment and credit terms. The Service Plan becomes effective after our inspection and approval of your heating system and tank.

1. The term of the Plan is for a one (1) year period and after re-inspection will renew automatically every year unless terminated by either the customer or Company and will not be renewed if annual consumption is less than 500 gallons. 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.

3. The Company will pay up to \$1,000 towards the replacement of your tank, once tested and qualified for the TankSure® Program, if a tank leak occurs subsequent to this test due to internal corrosion, or a tank leak occurs due to a manufacturer's defect or a non-leaking tank is identified for proactive replacement. While we cannot guarantee that a leak will not occur or your tank will not fail after testing, we are providing these new services with the hope that by testing and monitoring, we are offering a long-term proactive tank replacement program for our customers. Accidental damage is not covered by the TankSure® Program. The TankSure® Program does not cover environmental clean up, property damage, waste disposal services or other damages or losses caused by a tank leak or system failure even if the tank has been tested and qualified ultrasonically and is enrolled in the TankSure® Program.

4. 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 failure to have sufficient fuel oil in the tank, 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, water damage, and fuel flow problems due to outside fuel storage are not covered by the Plan.

5. 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.

6. The Service Plan only covers heating system parts and components specified in the Plan. Examples of components not covered by the Plan include boiler and furnace and related piping, underground oil storage tanks, above ground storage tanks (unless enrolled in TankSure® Program), tanks with preexisting leaks, patches or unstable conditions, air conditioning systems, humidifiers, heat pumps, heat exchangers, hot water heating systems and air and venting systems. The Plan does not cover environmental clean up, property damage, waste disposal services or other damages or losses caused by a tank leak or system failure even if the tank has been tested ultrasonically and is enrolled in the TankSure® Program.

7. Customer agrees to release and hold Company harmless from all claims related to losses, costs, or damage to personal or real property caused by fire, explosion, flood, freezing, power loss or surges, oil leakage, and premises left unattended. Customer agrees that Company shall not be liable for any incidental, special or consequential damages incurred by customer or by third parties, including environmental clean costs.

8. In the event that the residence is sold, the Service Plan may remain in effect provided that the new owner continues to purchase fuel oil and heating system service from the Company.

9. 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.



www.AlsQualityOil.net



HEATING & AIR CONDITIONING

Al's Quality Oil • 329 Tremont Street • Rehoboth, MA 02769
508-222-3187 • 508-822-2212 • 508-339-3353 • 508-699-9360



Home Comfort Service Plan
& Company Information


Al's Quality Oil Company Inc.
329 Tremont Street
Rehoboth, MA 02769


PLACE
STAMP
HERE

Annual System Tune-Up

Just like changing the oil in your car – your heating system should be tuned up annually. This is good for you and the environment as it helps reduce the amount of fuel you use which will reduce your energy bills.

 Lowers the risks of costly unexpected service calls

 Increases efficiency which will save on fuel

 Ultrasonic tank inspection enables us to evaluate the safety and integrity of your above ground oil tank. This is important for you and your investment in your home.

 Prolongs the life of your heating system

 \$1,000 towards Tank Replacement Payment of qualifying tanks
\$200 towards Tank Replacement Coupon for disqualifying tanks

INCLUDES:

- Test & inspect all burner controls
- Ultrasonic oil tank inspection
- Clean or replace oil filters and strainers
- Clean nozzle assembly and replace nozzle
- Vacuum & clean heat exchanger and smoke pipe as necessary
- Lubricate motors and bearing assemblies
- Tune and adjust oil burner for maximum efficiency
- Perform combustion efficiency test & adjust for maximum efficiency

CALL OUR OFFICE TODAY FOR MORE INFORMATION ON OUR SERVICES

IMPORTANT SERVICES AVAILABLE TO CUSTOMERS

AUTOMATIC DELIVERY

Enjoy hassle free energy and low prices with this great service. Our delivery software forecasts your fuel usage and we automatically deliver additional fuel for you!

BUDGET PLANS

Fuel prices may go up or down. Winter temperatures can set records, and there's really no way to predict what weather each year may bring. That's why we've developed a plan that will make things easy for you. Our Budget Plan allows you to spread your heating costs over a longer period of time which gives you smaller predictable payments.

Home Comfort Service Plan

INCLUDES:

ANNUAL SYSTEM TUNE-UP



EMERGENCY SERVICE

We offer 24-hour 7 day a week Emergency Service. Your family can rest easy with this valuable service. Any service required after 4 PM or before 7:30 AM must be due to failure of the unit resulting in no heat. **There will be a 50% discount for parts and labor needed.** Other service needed will be charged at prevailing rates. *(see general conditions & exclusions)*

HEATING SYSTEM REPAIR ASSISTANCE

Customers participating in our Home Comfort Service Plan will receive a **50% discount** on the repair or replacement of most heating system components (does not apply to a new system installation).



YES! Please enroll me in the following:

- Home Comfort Service Plan (tune-up included)
(Must be enrolled in automatic delivery)
- Annual System Tune-Up (only)

Please contact me about:

- | | |
|------------------------------------------------------------------|---------------------------------------------------------|
| <input type="checkbox"/> Becoming a fuel delivery customer | <input type="checkbox"/> Annual System Tune-Up |
| <input type="checkbox"/> Oil Service & Installation | <input type="checkbox"/> Free Heating System Evaluation |
| <input type="checkbox"/> Air Conditioning Service & Installation | <input type="checkbox"/> Kerosene, Diesel Fuel |
| <input type="checkbox"/> Budget Plans | <input type="checkbox"/> Hot Water Installation |
| <input type="checkbox"/> Disposal Dumpsters | <input type="checkbox"/> Septic Installation |

Please retain a copy of this brochure for your records. It details all Service Plan benefits. Automatic delivery service is available to credit approved homeowners.

Customer Account # _____

Currently an Automatic Delivery Customer Yes No

Name _____

Signature _____

Email _____

Phone _____

Address _____

City _____

State _____ Zip _____

CLIP & MAIL

Before you schedule maintenance please remove all items from the area surrounding your oil burner and tank. The entire heating system including tank must be accessible for our technicians. Enrollment in the TankSure® Program is contingent upon the customer's tank passing an initial ultrasonic and visual inspection. While we cannot guarantee the prevention of a leak or other failure of your tank, we are providing this new service with the hope that by testing and monitoring, we can offer a long term proactive replacement program for our customers.