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## Pool Chemical & Service Agreement

**Thank you for choosing Pools-N-Patio as your pool care company!** We have put together this program together to ensure you receive the care and attention your investment deserves without the huge cost of a service plan. This service agreement outlines our commitment to provide you the most professional care and quality products for your pool.

1. On your routed day of the week Monday through Friday we will collect a sample of water for testing at our store. Once we have tested your water and evaluate your pool conditions we will gather any necessary chemical products needed to treat and balance your pool water. Your chemicals needed for the pool will be packaged and delivered to your poolside deck or designated location.
2. Initial visit we will collect all equipment model numbers to be able to provide you the best possible service should you ever need a part and you are not sure what equipment you have installed.

### Terms & Service Conditions

**Service Date:** Your pool will be serviced the same day each week. Pools-n-Patio reserves the right to move the day of service and notify you of such changes to maintain route efficiency. **Pets:** It is the customer's responsibility to contain and restrain all pets on day of service. If we cannot access your pool on the scheduled day of service a return trip fee of \$10.00 will be charged to perform services another day during the week.

**Access:** The customer must provide access the day of service, either by providing a key or insuring the pool equipment area is unlocked and accessible the day of service. If we are locked out the day of service a \$10.00 trip charge will be charged to return another day during the week.

**Promotions & Discounts:** Customer agrees that if there was any promotional discount on any other products or services in conjunction with enrolling in Pools-n-Patio Chemical & Service Agreement those discounts will be charged to the customer if agreement is cancelled prior to September 1<sup>st</sup> of each year. **Application of Chemicals:** Customer understands that Pools-n-Patio will not apply any chemicals to the pool water unless service is agreed upon between Pools-n-Patio and customer and added as an additional service per agreement.

**Chemicals:** Customer understands that chemicals cannot be returned for any reason. Chemicals are packaged in specific quantities and Pools-n-Patio will only deliver the best amount of chemicals that best fits your required dosage. **Program dates:** Customer agrees to stay enrolled in Pools-n-Patio Chemical & Service Agreement from May 15<sup>th</sup> until September 1<sup>st</sup> of each year. **Cancellation:** Customer agrees to provide 14 days notice in writing to Pools-n-Patio to cancel any service or agreement. **Payment:** Customer agrees to keep a credit card or bank account information on file with Pools-n-Patio and in good standing. **Rewards:** *Chem Cash Dollars* will always be applied to the customer's account as they become available. Phone number must match on both accounts. **Service:** If customer selects a service agreement option, customer understands that any parts and labor charges will be charged to the account. **Warranty:** Pools-n-Patio does not warranty any parts of existing equipment or damage due to customers neglect.

The customer agrees to the terms and service conditions in this Pool Chemical & Service Agreement and authorizes Pools-n-Patio to bill all service and product charges to their credit card or bank account. In the event the card is no longer valid, the customer agrees to provide a replacement card number prior to next service date.

Cardholder Name: \_\_\_\_\_ Expires: \_\_\_\_\_

Card Number: \_\_\_\_\_ CCV: \_\_\_\_\_

Bank Routing #: \_\_\_\_\_ Bank Account #: \_\_\_\_\_

Billing Address: \_\_\_\_\_ Phone #: \_\_\_\_\_

\_\_\_\_\_ Email: \_\_\_\_\_

It is understood that this is an ongoing service for your pool on a weekly basis. If at any time you wish to cancel service written and/or email notification to Pools-n-Patio is required per Terms and Conditions above.

**Services Selected:**

- Water Testing and Chemical Delivery
- Apply Chemicals to pool water \$10.00 charge each week
- Clean and Vacuum pool \$50.00 per request
- Additional Water testing and Chemical Delivery \$10.00
- Replace broken or damaged equipment (phone call OR estimate provided to customer prior to performing)

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_