

“Service Contract Agreement”

Terms and Conditions

Please print the terms and conditions of this program for your records.

The “Service Contract Agreement” (“Program”), offered by Allserv Plumbing, Inc., (“Allserv”), covers most **“faulty”** plumbing repairs and/or replacement. “Allserv” uses its sole discretion when to replace a faulty plumbing item. Coverage is available for residential properties and multi unit properties. For service request please call (800) 491-2344.

THIS IS NOT AN INSURANCE POLICY! ALLSERV PLUMBING, INC. IS NOT RESPONSIBLE FOR DAMAGES CAUSED BY FAULTY PLUMBING.

What’s **Included** in Your “Service Contract Agreement”

PLUMBING SYSTEM (plan A & B)

- Water lines (inside and outside), drain lines (inside), gas or vent lines. Toilets and all inside mechanisms, (standard options is used when replacement is necessary), Shower and Tub valves inside wall, Faucets, Angle Stops, Supply Lines, Gate Valve or Ball Valves, Pressure Regulator, hose bibs, Sprinkler Valves, Leaky Sprinkler Lines, Drain Cleaning, and installation of Clean Out if necessary.

PLUMBING SYSTEM (plan C)

- Drain cleaning including main line. (does not include clean out installations).
- Faucet repairs only. (Does not include replacement option).
- Leaks in exposed drain lines repairs only.

WATER HEATER (plan A & B)

- All parts and/or components necessary to repair. Replacement of water heater is covered if deemed necessary by “Allserv”. Water heaters over 50 gallons not included for replacement option.

GARBAGE DISPOSAL (plan A & B)

- All parts and/or components necessary to repair. Replacement is covered if deemed necessary by “Allserv”.

DISHWASHER (plan A only)

- Replacement is covered if deemed necessary by "Allserv". Repairs not included.

INSTANT HOT WATER DISPENSER (plan A only)

- All parts and/or components necessary to repair. Replacement is covered if deemed necessary by "Allserv".

WARRANTY:

- Drains-60 day warranty unless noted otherwise, 1 year repairs, 2 year new installations.

What's **NOT INCLUDED** in your "Service Contract Agreement"

1. The Program does not cover defects or failures of manufactured goods, new construction, upgrades, obsolete or unavailable materials, repair of damage or correction of defects caused by abuse or neglect. The Program does not cover damages from causes such as freezing, fire, flood, smoke, tampering, acts of God, pests or other forms of misuse.
2. Coverage under the Program starts on the 1st of the month if payment is received no later than the 5th day of the month. Payments received after the 5th day will be applied to the following month and coverage will begin that month and continues thereafter for the term of the "Service Contract Agreement", so long as the customer makes timely payments. Customer payments prepay coverage under the Program. Coverage is suspended at the end of the prepaid period in cases of nonpayment. Your account must be in good standing (current) to receive repair service under the Program.
3. Specific exclusions are:
 - Water Softeners, "Tankless" water heaters, copper re-pipes, sewer line repairs and/or replacement, yard drains, upgrades, solar water heaters, holding or storage tanks, boilers, wells or well pumps, tubs, sinks, showers, shower pans, grouting, septic tanks (installation, repairs, or pumping), reverse osmosis systems, booster pumps, and flow restrictions in fresh water pipes caused by rust, corrosion, or chemical deposits.
4. Specific exclusions related to the access needed to repair and/or replace faulty plumbing include, but are not limited to:
 - Wall repairs (including drywall, tile, wall covering, painting, etc.)
 - Floor repairs (including tile, carpet, wood floors, etc.)
 - Ceiling repairs
 - Outside landscaping (including grass, brush, plants, etc)
5. The determination that a repair is not covered for any of these reasons will be made solely by "Allserv". Coverage under the Program will remain in force until contract

term has ended.

4. "Allserv" shall have the right to modify the Program, from time to time, and will provide thirty (30) days written notice of material changes. "Allserv" shall also have the right to terminate the Program on ninety (90) days written notice.
5. Approved contractors must have safe access to, and safe working conditions at and around work area. "Allserv" shall not be responsible for any waste/sewage removal or cleaning services necessary to provide safe access or to complete the repair service. "Allserv" disclaims responsibility for payment for work done by anyone other than a "Allserv" approved "Service Contract Agreement" contractor. In order for you to be eligible to receive coverage for a claim under the Program, you are required to notify "Allserv" of the claim condition before any remedial work is attempted, either by you or any third party.
6. If any repair requires the structural alteration to walls, floors, fixtures, and similar items, such work will only be done with your authorization and you will be responsible for repairing such alterations.
7. "Allserv" makes final judgment and reserves the right to establish coverage eligibility and/or inspect the piping systems to determine coverage eligibility within sixty (60) days of enrollment.

CODE REQUIREMENTS AND PERMITS

- "Allserv" agrees to repair or replace plumbing items in accordance with local plumbing codes. "Allserv" is not responsible for permits when required by local authorities.

LIMITED COVERAGE FOR 30 DAYS

- Water Heaters, Instant Hot Water Dispensers, and Dishwashers are not covered for the first 30 days of coverage.

TERMS AND AGREEMENT:

- This contract is for a term of one year. If initial payment is received after the 5th day of the month, coverage will begin the following month. Payments are due on the 1st of each month and becomes past due if not received by the 5th of each month. Services will not be covered if payment is past due or any service charge fees becomes past due. "Allserv" reserves the right to demand payment in full if payment becomes 30 days past due. Customer may only cancel within 30 days of initial payment and with a written notice and will be responsible to pay "regular" pricing for work done prior to cancellation. Service charges will be billed on the 1st and 15th of the month. Service charge payments are due within 10 days to be current.
- Plan A-**\$49 per month** and \$30 service charge per visit.
- Plan B-**\$39 per month** and \$30 service charge per visit.
- Plan C-**\$29 per month** and \$30 service charge per visit.
- Service Charge of **\$75** for calls after **6PM** and **Sundays**.

