

Thank you for choosing **PLAN B** POOL SERVICE...

“Terms & Conditions”

Please feel free to contact us if you have *any* questions or concerns about the following information. Your understanding & agreement to these “Terms & Conditions” is essential to build trust between our company, PLAN B, and you, our customer. PLAN B has grown over the years by valuing both our customer relationships and the quality of their pool care.

Thank You...Paul & Jen

Servicing --- Contact 602-882-2877 with any servicing questions...

- **CHEMICALS CUSTOMER RESPONSIBLE FOR: Chlorine Tablets [to be kept at pool location]**
- **ADDITIONAL CHEMICALS INCLUDED** used for balancing water chemistry: Liquid & Granular Chlorine for shock treatment, Clarifier to eliminate cloudiness, Muratic Acid, Algaecides ... ETC.
- Time spent at each visit WILL VARY due to pool needs and conditions.
- PLAN B is not responsible for algae due to: weather, overheating, low water level, excessive use [e.g.: pets & children etc.], pre-existing conditions such as black algae and/or mustard algae, equipment failure & refusal to maintain equipment.
- If a pool turns green [or requires extra care] due to inability to access the pool the week before chemicals and/or labor will be billed to customer to normalize water chemistry.
- If a pool consistently turns green due to customer turning off equipment [running equipment improperly], chemicals and/or labor will be billed to normalize water chemistry. PLAN B will communicate concerns before charges are added and is NOT responsible for problems that occur due to equipment being turned off.
- If a **PROBLEM** is discovered during the service visit, the system may be turned off and customer will be notified of the problem and the cost to fix it. Then schedule a time for PLAN B to repair the problem OR repair the problem yourself—whichever is easier for you! PLAN B is NOT responsible for problems that occur due to equipment being turned off and/or equipment failure.
- After a storm, it can take up to two consecutive visits to normalize a pool's chemistry.
- **WARRANTED PARTS** must be brought to where they were purchased to honor warranty and have work completed. There is a charge if PLAN B transports parts to be fixed. Customer can contract PLAN B for all other repairs.
- **REPAIR JOBS & ONE TIME CLEAN UPS** are billed at an *hourly rate*. **PLUS** Chemicals, Parts & Tax.
- Other services [e.g.: *Acid Washes, Filter Cleans etc.*] are billed at a flat rate. Call for details...
- A **TRIP CHARGE** may apply if not scheduled on a regular visit.

Scheduling --- Contact 602-882-2877 with any Scheduling questions...

- PLAN B will service your pool on the *scheduled day each week* unless that day falls on a holiday. PLAN B reserves the right to temporarily change scheduled day, according to PLAN B's discretion, without notice. In either circumstance, PLAN B will make necessary arrangements to keep the pool chemicals within normal parameters.
- PLAN B's Weekly Service Plans includes four [4] visits a month. However, there are months that the customer receives 5 visits while only paying for four [4]. Consequently, a standard three [3] visits a year are used for scheduled vacations. PLAN B reserves the right to schedule vacations according to its discretion. Customer will receive adequate notice.
- Customer will be notified in advance if the scheduled day needs to be changed on a regular basis to make routes more efficient.
- PLAN B can't guarantee a time and must have access to the pool area. If we don't have access to the pool area on the service day, we will be unable to return until the following week.
- If PLAN B determines your dog to be unsafe, customer will be required to remove them from the pool area on scheduled days. Pool will not be serviced if customer fails to remove dog on scheduled day and will be charged for chemicals to normalize water chemistry as a result.
- PLAN B will NOT jump fences to service pools for safety reasons.

Billing --- Contact 623-556-6940 with any Billing questions...

- Payment is due **IN ADVANCE** of the month being serviced for Weekly Service Accounts.
- New pools are pro-rated starting the week that they begin monthly service---payment due in advance.
- If needed, **START UP CHEMICALS** [plus tax] are billed to new accounts for Weekly Service. This is to normalize water chemistry to recommended parameters before service begins.
- Invoices will be generated & mailed between the 15th and the 25th of each month FOR THE FOLLOWING MONTH'S SERVICE.
- Payment will be **DUE BY THE 1ST OF EACH MONTH**.
 - **10/10 RULE:** If payment is not made [and notification/arrangements not communicated] by the 10th of the month then a \$10 Late Fee will be assessed.
 - A consistent pattern of late payments, without getting in touch with us, will require immediate payment and a credit card set up for Automatic Monthly Payments to continue service.
 - PLAN B will make one [1] attempt to communicate but if no response then service can be cancelled without further notice.
 - PLAN B reserves the right to cancel, without notice, any account that fails to pay promptly and/or contact us regarding late payment.
- PLAN B must be notified of intent to cancel prior to the first visit of the month to avoid being billed for any subsequent visits.
- Customer can set up Automated Credit Card Billing for a scheduled monthly payment on his/her VISA or MASTERCARD.