



10 REASONS TO OWN A MASTER PLUMBERS OF NC SERVICE AGREEMENT

Why A Preferred Customer Plumbing Service Agreement?

Many of our customers ask "Why should I have a Plumbing Service Agreement for my home?" Master Plumbers of North Carolina wants to give our preferred customers the very best choice in priority service.

1. DISCOUNTED HOURLY SERVICE RATE

- Service Agreement owners receive _____ % off the invoice at the time of the service.
- Discounts on some appliances and parts.

2. PROLONG THE EFFECTIVE LIFE OF YOUR PLUMBING AND APPLIANCES THROUGH:

- Regularly scheduled maintenance and inspection calls.
- Fixing minor problems before they grow into costly major ones.

3. MINIMIZE ENERGY CONSUMPTION THROUGH SCHEDULED MAINTENANCE

- Regular appliance adjustments keep them running efficiently, using less water and energy.
- Water Heaters are expensive! Increase their efficiency while increasing their life through proper maintenance.
- Get more hot water for each dollar you spend on electricity.

4. REDUCE THE LIKELIHOOD OF EMERGENCY CALLS

- Protect your investment by preventing major problems.
- Our technicians know how to find potential issues and fix them before they happen.

5. PRIORITY SERVICE

- Should you ever need emergency service, Service Agreement holders go to the front of the service queue, getting priority attention.

6. CONSISTENT PROFESSIONALISM YOU CAN COUNT ON

- A highly trained and experienced group of professionals who work to the highest standards in the industry.
- Serving all across Central North Carolina.
- We stand behind our written Commitment to Quality.

7. HOME TRANSFERABLE

- Should you ever sell your home, the agreement shifts automatically to the new owners.
- Makes your home more marketable and valuable to buyers.

8. REGULAR MAINTENANCE AS RECOMMENDED BY THE MANUFACTURER:

- Scheduled at your convenience.
- We check all systems at least once as year as recommended.
- We keep you informed on warranty information on new installs.

9. TABLET AND ELECTRONICALLY BASED REPORTING AND RECORD KEEPING

- Computerized record of service performed each visit.
- Itemized service history available upon request.

10. EASY PAYMENT OPTIONS:

- Personal Check
- MasterCard®
- Visa®
- American Express®
- Choice



PREFERRED CUSTOMER SERVICE AGREEMENT

This agreement goes into effect the day upon receipt of first payment, and expires _____.
At such time, it will continue on a month-to-month basis, unless cancelled by either party.

- Any defects found in any existing plumbing fixtures will be repaired at the owner's expense. Any defects in new fixtures will be replaced through manufacturers warranty process. Customers will be provided with a detailed diagnosis and flat rate price before any work or needed repairs are performed. Master Plumbers of NC shall not be liable for any loss arising from delay, failure to discover a condition requiring repair or replacement, or as a consequence of any performance under this agreement.
- Master Plumbers of North Carolina will perform one preventive maintenance inspection on your system annually, beginning from the first inspection completed on _____ by _____.
- PRIORITY SERVICE: Master Plumbers of NC will provide priority service to service agreement owners before non-program clients. For your convenience, the preventive maintenance services covered by this program will be scheduled from 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays. On all other service calls, the customer agrees to pay a Truck Charge of \$20.00. This will not be charged on the preventive maintenance.
- DISCOUNT: All service work performed under this agreement will be priced at our Preferred Service Owner rate. This agreement does not cover labor.
- NORMAL SERVICE HOURS are from 8:00 a.m. to 5:00 p.m. daily except Saturdays, Sundays, and holidays,. Every effort will be made to schedule all repairs during these hours.
- EMERGENCY SERVICE HOURS are 24 hours daily, Saturdays, Sundays, and holidays, Emergency plumbing technicians will be available during emergency hours to work. Hot water calls or emergency resulting in water damage may not qualify for emergency services. In cases of extreme hardship, emergency calls can be requested during non-service hours.
- Master Plumbers of North Carolina shall not be responsible for defects in system design, system performance, or part availability.
- Preventative Maintenance will be done by appointment only, whereas a copy of the inspection service report will be furnished to the owner.
- It is understood that this document is a contract to begin this Preferred Customer Service Agreement.
- This proposal will become an agreement if accepted by the Purchaser and signed by an authorized representative of Master Plumbers of North Carolina.
- All service charges are due on completion of each call.



PREFERRED CUSTOMER SERVICE AGREEMENT

SYSTEM 1:

Water Heater: _____

Make: _____

Model: _____

Serial No.: _____

SYSTEM 2:

Water Heater: _____

Make: _____

Model: _____

Serial No.: _____

I have read the above conditions, accept them and request that my equipment be covered in this Preferred Customer Service Agreement.

Enclosed is \$ _____

Master Plumbers of North Carolina Preferred Customer Service Agreement:

Customer's Name _____ Date Issued _____

Address _____ Effective Date _____

_____ Expiration Date _____

Phone # _____ Approved By _____

Owner/Purchaser

Date

Master Plumbers of North Carolina /Authorized Agent