

Tri-Cities: (509) 545-9848

Yakima: (509) 452-9848

Prosser: (509) 786-6848

Sunnyside: (509) 839-8828

LIC# MCAMPCI963RA

Campbell & Company

Trusted • Home Comfort • Solutions

OFFICE USE ONLY

ACCT#:

Agmnt#:

First Billing:

- ✓ **High Performance Maintenance Checks:** *Two Seasonal maintenance visits per year (\$270.00 value). Recommended by manufacturers and utilities alike, regularly scheduled service can reduce breakdowns as much as 95% and lower utility bills by 30%!*
- ✓ **VIP Priority Service:** *As a Service Partner, you become our priority and jump to the head of the line when you call on your exclusive VIP phone line: 509-544-5610.*
- ✓ **Relax, We'll Contact You!:** *We will remind you when it is time to schedule via e-mail, phone, and/or mail. Also schedule online at your convenience at TrustCampbell.com.*
- ✓ **Investment:** *All monthly payments up to \$1,000 made toward your SPP will apply toward a new HVAC system down the road. Maintain your current system while investing in a future upgrade or replacement! *Cannot be combined with other rebates or specials.*
- ✓ **Protect Equipment Warranties:** *SPP maintains ongoing, detailed, accurate records of maintenance and repair. This allows for better equipment management and warranty protection, as many warranties do not cover breakdowns that are the result of a lack of or due to poor maintenance and may deny a claim if maintenance records cannot be provided.*
- ✓ **Discounts:** *You will receive a 10% discount off the cost of repairs on our services for as long as your Plan remains active. This is also honored by our Plumbing Department (currently Tri-Cities only), Electrical Department, Fabrication Shop, Parts Department, and Duct Cleaning Division.*
- ✓ **No Emergency Fees:** *If you are in need of emergency service, no matter what time of day or night you call, you will not pay a premium fee. Have the peace of mind to call us any time. Our Dispatch fee is discounted \$20 during regular working hours, \$90 for emergency calls, and \$47 on Holidays.*
- ✓ **Automatic Renewal:** *No need to file any paperwork every year, your membership will automatically renew.*
- ✓ **Transferable:** *Your Plan can either be transferred to your new home, or to the buyer of the home you are selling. Your choice!*

Homeowner Information

Name _____

Service Address _____

City _____ State _____ Zip _____

Primary Phone _____ Secondary Phone (cell, work, spouse) _____

Email _____ Preferred Reminder Method: E-mail Phone Mail

Service Partner™ Options

HVAC Monthly Amount \$ _____ (+tax) # of Systems Covered _____ Humidifier HRV

Monthly fee is dependent on equipment covered and number of systems.

Include either an Annual Plumbing **or** Annual Electrical Inspection **or** Both \$ _____ (+tax)

*For a complete Home Safety Check, include an additional \$9.95 per month, receive a Plumbing **OR** Electrical inspection every year – you may even alternate between Plumbing and Electrical each year. Or include an additional \$19.90 to receive a Plumbing **AND** Electrical inspection every year! Just contact us when you are ready to schedule.*

Total Authorized Monthly Amount \$ _____ (+tax) Billing Date 1st **or** 15th
First Billing Month _____

I have read and understand the attached Terms and Conditions and authorize Campbell & Company to debit my account monthly for this Service Partner Plan agreement.

Homeowner Signature _____ Date _____

Campbell & Company Service Partner Plan

Terms & Conditions

General Information:

- This agreement is a maintenance agreement, not an insurance policy or extended warranty. This agreement is between Campbell & Company and the service property homeowner and provides for specific inspections and maintenance services for your heating and cooling equipment.
- All equipment is subject to a Full System Tune Up & Evaluation prior to enrolling in the Service Partner Plan. Maintenance visits will begin the following season.
- Member diagnostic fees are not discounted until after either the first seasonal SPP visit or the qualifying tuneup has been performed; however the 10% discount is applicable immediately on service repairs.
- SPP Visits are performed seasonally and can be done any time March – August for Cooling or September – February for Heating.

Homeowner Responsibility:

- The equipment owner is to provide reasonable access to all areas and equipment allowing the technician to fulfill the inspections of this agreement.
- Campbell & Company will make every attempt to contact the homeowner to schedule the SPP visits via telephone, e-mail, and / or postcard. It is customer responsibility to ensure SPP visits are scheduled each season.
- The written terms of this agreement supersede any and all verbal agreement.

Billings and Renewal:

- Payment methods accepted for monthly billings include Visa, Mastercard, Discover, or your Routing and Account Number / Voided Check for ACH transactions.
- Campbell & Company must be notified of any changes in account information at least 5 days prior to the next billing date.
- If the noted payment dates fall on a weekend or holiday, payment may be executed on the next business day.
- Program benefits are only available to customer accounts in good standing. No service will be required to be rendered by Campbell & Company under this agreement if an account is past-due. This agreement may be cancelled by Campbell & Company for delinquency, fraud, material misrepresentation, or failure to make any payment.
- Annual savings on this agreement are calculated at a minimum of \$90. Therefore, this agreement is a minimum 12 month commitment and will renew automatically thereafter on a month to month basis.
- Campbell & Company may increase total monthly fee up to 3% annually after the initial term, without notice.

Cancellation:

- After the initial 12 months, this agreement will remain in effect until cancelled in writing to our Corporate Office via e-mail (info@callcampbell.com), USPS letter sent to 2828 W Irving St, Pasco, WA 99301, fax at 509-545-1692, or via telephone at 509-544-4213.
- If homeowner is not satisfied with service provided by Campbell & Company, cancellation can occur after an opportunity to rectify the situation is discussed.
- If homeowner does not schedule SPP visit after service department's attempts to contact to schedule, no refund will be given for missed visit.
- In the case an ACH or Credit/Debit transaction is rejected or declined, a \$18 fee will apply. Contact our office if experiencing fraud or special circumstances. Upon three rejected or declined monthly payments, the agreement will be terminated and an invoice will be issued for the amount due on all services rendered and discounts honored during the agreement period.
- Should cancellation be requested, an invoice will be issued for all services performed and discounts rendered under the agreement which have not yet been paid for. If applicable, discounts will be deducted from any refunds due when cancelled for unsatisfactory service.

Ex: 1 of the 2 maintenance visits have been performed, 4 of the 12 monthly billings have been paid, a discount of \$28.00 was honored towards repairs performed at the time you signed up for the maintenance agreement. In the event of cancellation there would still be 4 more monthly billings due to pay for visit performed and discounts honored.