

Proudly serving the greater Richmond community and surrounding areas.



(804)277-2458  
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## *VIP Maintenance Policy*

EQUIPMENT  
 LOCATION

Name: \_\_\_\_\_ Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

### *Policy Privileges\**

- Up to 56 PT Tune-Up
- Extend equipment life
- 24 hour response time
- Priority Service
- Fully Transferrable
- Never a premium charge
- 15% Discount on Repairs
- Maximize energy efficiency
- Written Maintenance Report
- Multi Year/Unit Discount
- Hotel Stay (2 night stay)
- 10% Discount on new equipment purchases
- Two Maintenance/Safety Inspections per year
- Periodic specials and promotions
- Extended warranty on repairs

### *Equipment Distribution*

Unit _____	VIP _____	Start Date _____	End Date _____
Brand: _____	Age: _____	M# _____	S# _____
Brand: _____	Age: _____	M# _____	S# _____
Brand: _____	Age: _____	M# _____	S# _____
Unit _____	VIP _____	Start Date _____	End Date _____
Brand: _____	Age: _____	M# _____	S# _____
Brand: _____	Age: _____	M# _____	S# _____
Brand: _____	Age: _____	M# _____	S# _____
Unit _____	VIP _____	Start Date _____	End Date _____
Brand: _____	Age: _____	M# _____	S# _____
Brand: _____	Age: _____	M# _____	S# _____
Brand: _____	Age: _____	M# _____	S# _____

### *Policy Terms*

We agree to perform inspection and maintenance for the period as stated above from the date of this agreement. The maintenance service to be performed as part of this agreement includes (2) two inspections per year at intervals of approximately (6) six months apart.  
***Equipment manufacturers and home warranty companies require regular maintenance to maintain system warranty.***

Customer Acceptance: \_\_\_\_\_ Date: \_\_\_\_\_

*\*VIP Maintenance Policy must be active for privilege eligibility.*

# **Additional Terms and Conditions:**

## ***100% Satisfaction Guaranteed.***

*We agree to accept responsibility for your 100% complete satisfaction with the materials and the work provided by us and paid for by you.*

**EQUIPMENT:** The annual investment to be paid by Customer under this agreement is based upon the maintenance of the Equipment and Accessories from the annual maintenance provided hereunder. In the event additional equipment is added to Customer's heating and/or air conditioning system, the Customer will need to purchase an additional agreement if coverage of the added heating and/or air conditioning system is desired.

**CUSTOMER'S RIGHT TO CANCEL:** Customer may cancel a multi-year Agreement by mailing a written notice of cancellation to <<Company Name>>, hereinafter referred to as "Company." In the event of cancellation by Customer, Customer shall receive a prorated refund of the payments made by Customer for the current term of this Agreement.

**COMPANY'S RIGHT TO CANCEL:** Company reserves the right to immediately terminate this Agreement in the event: (i) heating and/or air conditioning equipment or accessories are installed in Customer's home by a company other than Company; (ii) Customer has any part of the heating and/or air conditioning system services by another company other than Company; or (iii) Customer fails to fulfill payment terms for services rendered.

**WARRANTIES & LIMITATIONS ON WARRANTIES:** Company warrants that all work performed hereunder will be completed in a professional manner and said work shall be free from defects in workmanship for a period of thirty-six (36) months from the date said work was performed. Only the manufacturer's warranty is provided on any parts or material provided in connection with the work. Company's obligation for defective products and/or workmanship or any damage caused thereby, and Buyer's exclusive remedy, shall be limited to the replacement of any defective parts or workmanship and shall be conditioned upon Company receiving actual written notice of said defects within an applicable warranty period(s).

**EMERGENCY SERVICE TODAY OR YOU DON'T PAY:** Company agrees that it shall respond for emergency service within 24 hours of the service call and, if it fails to do so, shall waive the service fee normally charged for such an emergency service call.

**TRANSFERABILITY:** This Agreement is transferable to the subsequent owner of the home in which the Equipment and Accessories are located, or to a new residence within the Company's service area, provided that Company receives written notification of the sale of the property within sixty (60) days of transfer.

**ENTIRE AGREEMENT:** This Agreement sets forth the entire Agreement between the parties and supersedes all other agreements either written or oral concerning the subject of the Agreement. Customer affirms (s)he is the homeowner/authorized agent of the address for which this agreement is in force.

Thank you for choosing Blazer Heating and Air. Please contact your local office for any service related questions. In case you need to reach us for any reason, you may call 804-277-2458 or access our website at [www.blazerservice.com](http://www.blazerservice.com).