



34913 Delaware Ave. Frankford, DE 19945
Phone: 302-732-6006 | Fax: 302-732-6002
www.chesapeakehomeservices.com

Name: _____
Billing Address: _____ Unit #: _____
City: _____ State: _____ Zip Code: _____
Cell Phone: _____ Alternate Phone: _____
Email address: _____

Job Address: _____ **Unit #:** _____

City: _____ **State:** _____ **Zip Code:** _____

Neighborhood: _____ **E-Mail Address:** _____

Service Contact (Cell Phone): _____

Special Instructions: _____

Please select one of the following: Renewal New Service Agreement

I have read the Service Agreement (reverse) and by signing – agree to its terms: **Please initial:** _____

Customer's Signature: _____ **Date:** _____

Customer's Printed Name: _____

Preferred Method of Contact (Appointments, Reminders): Email Text Message Phone Mail

Special Circumstance (for Priority Service): _____

Chesapeake Home Services - Authorized Rep.: _____

Annual Maintenance:

- Silver \$50.00

- Gold \$295.00

- Platinum \$385.00

Payment:

Date: _____ **Check #:** _____ **CC**

Exclusions

This agreement is not a guarantee against obsolescence, normal wear or malfunction due to neglect or miss-use of product.

The provider cannot be held liable for the following items under this Agreement:

- Acts of Nature (power company issues, lightning, flood, disaster etc.).
- Work performed or parts supplied by others.
- Equipment past its normal rated life span, including cosmetic or outdated parts.
- Any loss arising from delay (special order parts), failure to discover a condition requiring repair or replacement, or because of any consequence of any performance under this agreement, such as reimbursement for hotel or excessive utility bills.
- The Inspection / Evaluation performed by our Technician is limited and hidden issues are not covered.
- Failure of parts that arise from making necessary repairs; non-visible items such as condensation piping, water piping, gas piping and flues can have failures beyond our control.
- Pre-existing damage to or damage resulting from aging or poorly constructed ductwork or dryer vents.
- Service to areas of HVAC ducts and/or dryer vents not accessible to cleaning tools.
- Damage to property resulting from fire sprinkler malfunction.

Customer's Responsibilities

The customer shall remain responsible for the following items:

- Provide and replace filters, if applicable
- Provide 24 Hour notification to reschedule an appointment. A Fee of \$69.00 applies for a "No One Home" Service
- Immediate notification should problems arise with equipment.
- Permit only our company to make repairs or add-ons.

Please note:

- During Peak Emergency Times, Chesapeake reserves the right to reschedule standard Planned Maintenance Agreement Inspections / Evaluations, to provide all customers with Emergency Service.
- Use of emergency heat for heat pump(s) does not signify "NO HEAT"
- The absence of hot water is not an emergency.
- Tankless Water Heaters should be flushed once per year.
- The 15% off Service Agreement Discount does not apply to new HVAC systems or water heaters.
- The 15% off Service Agreement Discount may not be combined with other special offers or promotional pricing.