



REALCare Service Agreement

**Professional Service
Brings Reliability
And
REALCare**

Customer Name and Address

Location of Equipment

Phone: _____

E-Mail: _____

Reliable, Efficient, Affordable, Low-Cost Services the REALCare Way.

We will proudly provide precision, professional service as indicated.

(\$35.00 per service call, 50% Discount applied ONLY to parts and additional labor*. Industry Standard Rates apply.)

REALCARE SERVICE FOR A REAL PRICE

- Get a REALCare Service Agreement at a price that beats so called other Service Agreements
- Why spend more on other Service Agreements that give you less when you get more with REALCare
- REALCare gives you REAL SAVINGS with 50% Discounts on Parts and Labor

CUSTOMER CARE ADVANTAGES:

- Low Cost Service Call Fee
- Improved Efficiency and Energy Savings
- Extended equipment life
- Agreement is transferable
- Same day PRIORITY service
- 50% Discount on parts and labor

Charge	Make	Model No.	Ton	Serial Number
System #1: \$200	_____	_____	_____	_____
System #2: \$0.00	_____	_____	_____	_____
System #3: \$0.00	_____	_____	_____	_____
System #4: \$0.00	_____	_____	_____	_____
Total Annual Service Contract: \$200.00				

SPECIAL INSTRUCTIONS: _____

Condensate Disclaimer: Due to the rate of algae growth and other variables in condensate drain systems, R&L Heating & Air will NOT be responsible for condensate leak damages to ceilings, walls, etc. at any time.

I have read and understand the Condensate Disclaimer and the provisions of this service contract.

Authorized Signature: _____ Date: _____

NOTE: Contract takes effect 30 days after we receive your enrollment.

METHOD OF PAYMENT

____ I have read and agree to the Terms and Conditions for the R&L Heating and Air Conditioning and Service Agreement Plan(s) I am purchasing.

Bill my credit card: MasterCard VISA AMEX

Check Enclosed (make payable to: R&L Heating & Air)

Card Number: Expires

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Signature: _____ Date: _____

Benefits of this Service Agreement include:

- Preferred Priority for scheduling all service calls
- Preferred **RealCare** contract pricing and renewal terms
- **NO OVERTIME** charged for service calls except for holidays.
- \$35 Service Call Fee
- 50% pricing reduction for all service parts & labor
- 100% satisfaction guarantee for all work completed under contract. That's **RealCare!**

Services provided under this Agreement include:

All Air Conditioning / Heating Systems & Components.

R&L Heating & Air will examine and report the condition of all heating and air conditioning systems at the time of service by providing a copy of the service work order and invoice for work completed.

No repairs will be started without the request and approval of supervisor or owner.

R&L Heating & Air will provide labor and standard parts necessary to perform each job. All materials and labor required to correct or repair problems with the heating or air conditioning system will be invoiced at prevailing rate, with 50% discount only on parts and additional labor.*

Absentee owners are responsible for providing R&L Heating & Air with a key for each service location, or to provide for an on-site supervisor to open the location when we arrive. Keys may be left, at owner's request, in a key safe secured at our main office.

This Service Agreement is effective as of the date it is received in our office, with payment in full. Service will be performed during normal business hours, Monday through Friday, from 9 to 5, or at such other time as Owner may require, at additional cost. This Service Agreement supersedes all oral or written representations and represents the sole and exclusive remedy.

Note: 30-day waiting period applies before coverage takes effect for new enrollees. Prices include applicable sales tax. Equipment must be in good working order at time of enrollment. Please do not staple or paperclip your check to this form. Please return entire agreement form with your payment.