



## **Standard Service Agreement**

Dear Customer,

Thank you for choosing St. Cyr Pool and Spa for your Pool and Spa needs. We value your business and strive to deliver an outstanding customer experience. Please review the policy information specific to your job below. If you have any questions, kindly contact our office at 978-774-7005. Please do not reply to this email.

### **Communication Process:**

After booking, we will send a confirmation text and email. A reminder text will be sent the day prior to the service, followed by a dispatch text when our technician is en route to your location.

For larger repairs a technician will contact you when they are on-site, either at the door or by phone, to update you on findings.

For recurring services technicians will not contact you on-site, unless something needs immediate attention.

### **Appointment Window:**

We have scheduled your service within a 4-hour window. In most cases, your presence is not required. If necessary, we will notify you in advance.

### **Payment Procedure:**

A credit card on file is required when booking a service.

Upon service completion, you'll receive an email invoice, containing a link for online payment. If you prefer paying by check, you must be present during the repair to pay the technician on site.

If no online payment is received within 1 business day of the invoice delivery, the card on file will be charged. For billing-related inquiries, please contact Ruth Ann at 978-774-7005.

## **Diagnostic Trips:**

Diagnostic fees are \$199.00 for leak diagnostics and \$99.00 for all other diagnostics. This covers the cost of sending the technician out and diagnosing the issues.

On some trips, the technician will not have the specific parts needed for your repair, OR the repair will require a separate appointment due to the scope of work that is needed.

If we are unable to complete a repair during that visit customer will be provided with an estimate and charged a diagnostic fee for the visit.

If we are able to complete same-day repair, the diagnostic fee will be waived and a minimum \$199.00 service charge will be applied if the total price is below \$250.00 (including the service charge).

If the same-day repair exceeds \$250.00, an estimate will be provided to the customer. If the customer approves the estimate, they will only pay the price of the estimate.

**Note:** If the repair price is below \$250.00 the technician will complete the repair without seeking approval.

## **Warranty:**

All parts and equipment we provide have a 1-year warranty from the manufacturer which covers the cost of the part/equipment. However, it does not cover labor. For warranty-related services, our labor fee is charged at our standard rate, minus any manufacturer labor credits that may apply.

Our workmanship is covered for 1 year. This covers plumbing and wiring connections that fail as a result of our installation.

WE PROVIDE NO WARRANTY ON PARTS OR EQUIPMENT PURCHASED FROM ANOTHER COMPANY. CUSTOMER WILL BE RESPONSIBLE FOR DEALING WITH THE SELLING VENDOR AND ANY LABOR PERFORMED BY ST. CYR IS SUBJECT TO STANDARD SERVICE RATES.

## **Service Considerations:**

Please keep in mind the following considerations:

**Services:** Please refer to our service-specific policies or provided estimates for the included scope of work.

**Equipment:** Any equipment or accessories deemed a safety hazard by our team will not be installed or left running.

**Access Requirements:** Our technicians require unobstructed access to the pool or spa area to carry out the service. Please note that technicians will not enter homes or basements, if a utility or disconnect is within the home, we ask that someone be present. Additionally, please ensure that all animals are secured and away from the service area on the day of the service to maintain safety for both our technicians and your pets.

**Utility Requirements:** Some services require access to customer utilities or disconnects, including but not limited to outdoor power outlets, equipment power disconnects, and running water from outdoor spigots.

**Service Delays:** During service weeks that include holidays, inclement weather, or any other delays, the schedule will be adjusted to provide service as soon as possible. No credit will be provided for service disruptions due to low water levels, animal issues, access issues, or any other factors beyond our control. The customer is required to notify us of appointment cancellation at least 24 hours in advance. If a return visit is required due to any of the aforementioned issues or a late cancellation, a \$99.00 dispatch fee will apply.

We appreciate your understanding and cooperation as our team is dedicated to providing you with exceptional service. If you have any questions or concerns, please don't hesitate to call our office at 978-774-7005.