

## Verbal Annual Maintenance Agreement

“Hi, I just moved into a home with a fireplace and I’d like to have someone come out to clean it and make sure it’s working properly. Is that something you can do”?

\*” Absolutely, I’d be happy to assist you? What I’d like to do is go over pricing, and if that sounds good, I’m going to collect some information about you and your fireplace. Then I will read you our Annual Maintenance Agreement. What that agreement does is again, confirms the pricing as well as confirms your basic demographic information. Once we get through that, I just need you to verbally state “I Agree”, and we can continue to get you on the schedule.”

\*” Does that sound good? Okay, perfect. To start off with our Annual Maintenance charge is \$245. That covers the trip charge, diagnostic, repair if necessary. It also includes a detailed cleaning of your fireplace along with replacing any embers. If it’s determined that any parts are needed, that would be additional. I would also like to inform you on if we’re doing any additional fireplaces, it is an extra fee per unit. The extra fee is determined based off the type of unit you have.”

\*” That works? Excellent. Let me gather some information from you, and we can go from there.

May I please have your full name and the best phone # for you? Thank you, now may I please have a good email address and the address of the property? Thank you. For the payment will you be the one that will be paying it? If not, may I please have the full name, phone # and email address of the person that will be the one paying.? Perfect thank you. Now is there any additional information that my tech would need to access that property, such as a gate code or lock box?”

\*” Have you used this fireplace at all? Would you happen to know if there’s anything broken, or are you mainly looking for the detailed cleaning? Is your fireplace Natural Gas or Propane? Do you by any chance know the model or brand of your fireplace? And if you don’t that’s okay, because after we get off the phone, I’m going to send you an email version of the Annual Maintenance Agreement, and I’m going to have you reply back with some photos of your unit. That will help our techs be that much more prepared on your date of service.”

\*” Okay, now I’m going to read through that Annual Maintenance Agreement, Again, I just need you to state that you agree, and we can get you on the schedule. Our Annual Maintenance is \$245. That covers the trip charge, diagnostic, repair if necessary. It also includes a detailed cleaning of your fireplace along with replacing any embers. If it’s determined that any parts are needed, that would be additional. I would also like to inform you on if we’re doing any additional fireplaces, it is an extra fee per unit. The extra fee is determined based off the type of unit you have. If you are not going to be at stated location on the date of service or need to cancel this appointment, a 24-hour cancellation notice IS required. If this requirement is not met, a \$50 charge MAY be applied. Each trip is a separate transaction and does

not apply to labor or parts previously done. There is no guarantee that the technician will have all necessary parts to repair your fireplace at the time of the appointment, regardless if pictured are supplied. Payment is due on date of service. The technician can collect payment on site. If you will not be on site to pay on the date of service, you will need to put a credit card on file. Please state that you agree to the terms of the Annual Maintenance Agreement.”