Perfection
Pools & Spas LLC

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Pool & Spa Maintenance Service Agreement
4Dec2017

_____   _____   _____
Customer name   Home phone number   Cell phone number

_____   _____
Street address   City, State, Zip

_____   _____
Email address   Alternate phone or contact information

We, the undersigned (Customer) hereby agree to obtain maintenance service for _____ at the above address from Perfection Pools & Spas (Perfection). This service will be billed at $_____ per visit plus chemicals and repairs. Perfection agrees to provide the following services each visit within the service cost:

1. Vacuuming
2. Cleaning filter as necessary
3. Cleaning & emptying baskets
4. Checking equipment
5. Brush tile lines
6. Cleaning automatic cover fabric as necessary
7. Skimming debris from water
8. Rinse deck around pool perimeter (up to 6ft.)
9. Testing water & adding chemicals as needed

The following terms and conditions apply to the service:

1. **Safety issues:** The Customer agrees to be responsible for maintaining all local code compliances regarding safety including, but not limited to fencing, gates, electrical, etc.
2. **Water level:** Perfection will not add water to the Customer's pool or spa. It is the Customer's responsibility to maintain proper water levels to prevent proper operation and avoid issues resulting from low water levels.
3. **Chemicals:** Chemicals provided by and added to your pool or spa by Perfection will be charged in addition to the cost of this service agreement. These include but are not limited to sanitizer, balancing chemicals, algaecide, and cleaners.
4. **Rescheduling/Cancellation:** In the event the Customer needs to cancel or reschedule a service, the Customer must notify Perfection by phone or by email at least 24 hours in advance of the scheduled service to avoid unnecessary trip charges. The Customer agrees to provide a two-week written notice should the Customer wish to cancel this service.
5. **Pets:** The Customer is responsible to contain and restrain their pets whenever a Perfection technician is on the property.
6. **Equipment/Pool Repairs:** Repairs are not included in the cost of this agreement. Perfection will contact the Customer directly if our technician notices an issue with your equipment or pool. If the Customer notices a problem with pool/spa systems prior to Perfection's next scheduled stop, please contact Perfection immediately. Customer agrees that repairs under $50 will be performed immediately and charged separately to the Customer. Repairs greater than $50 shall require Customer authorization in advance of the repair. Once the repair is authorized by the Customer, Perfection will dispatch the next available technician to your residence. Service agreement Customers **WILL RECEIVE TOP PRIORITY SCHEDULING.**
7. **Customer Satisfaction:** Our goal is our Customer's complete satisfaction. In the event that a service job is not satisfactorily completed, please notify **Miguel Mendoza**, Service Manager, within 48 hours, so that Perfection can look into the matter and resolve it quickly. If the Customer does not bring the issue to Perfection's attention within this period, it will be difficult for Perfection to verify and correct the situation and consequently Perfection will not issue credits or refunds.

Customer agrees to service: ☐ *Weekly*   ☐ *Every other week*   ☐ *Monthly*

Credit Card # (Visa/MC/Disc/Amex) _____Exp._____V-code_____Billing Zip Code_____

By signing below, I, the Customer, hereby authorize Perfection Pools & Spas to do the work and agree to pay according to the terms outlined in this service agreement. I acknowledge that my credit card will be charged after every month of service. Service will be suspended if this account is not current within 30 days.

Customer Signature_____Date:_____