

American Family Heating & Air Conditioning, LLC
“Taking Care of Your Family”
Virginia Contractor's License # 2705 128017

Residential Maintenance Plan Terms and Conditions

General Terms: With this agreement, you are now considered a Preferred Customer which entitles you to absolute priority service, extended warranties, cash discounts and most importantly PEACE OF MIND. The purpose of this plan is to provide your family with enhanced equipment safety and efficiency as well as extend the life of your equipment. This agreement entitles you to the benefit of our exclusive precision maintenance and performance check; performed twice annually. This agreement is for a term of one year (365 calendar days) from the date of your first payment or from the date of your first service, whichever comes first.

Payment Terms: The cost of this Residential Maintenance Plan is \$16.95 per system/month to be billed to the card on file with American Family Heating & Air Conditioning, LLC. You may also elect to pay for this agreement in full for \$198 annually per system. Declined credit card payments or payments returned for any reason will result in the voiding this contract.

Cancellation: You may cancel this maintenance plan after your first year for any reason by giving notice in writing and mailed to: American Family Heating & Air Conditioning, LLC at 2629 Wheatland Woods Drive Fredericksburg, Virginia 22408. Please allow up to 30 days to process cancellations. No refunds will be given for partial terms.

Renewal: This agreement will automatically renew for another year (365 calendar days) at the end the term and be subject to the annual renewal rate of \$219 per system or \$18.50/month. Please be advised annual rates are subject to change and you will be notified no less than 30 days prior to your renewal date of a price change. All service department parts, materials, and labor shall be discounted at a rate of 10% off our normal price. All repair warranties made under this agreement shall be for two years, provided that you have maintained continual R.M.P. coverage for the entire warranty period. This agreement shall renew automatically each year, unless cancelled by either party with a thirty-day written notice.

Other Terms: You authorize regularly scheduled charges to your credit card. You will be charged the amount indicated below each billing period. A receipt for each payment will be provided to you and the charge will appear on your credit card statement. You agree that no prior notification will be provided unless the date or amount changes, in which case you will receive notice from American Family Heating & Air Conditioning, LLC at least 10 days prior to the payment being collected. You understand that this authorization will remain in effect until you cancel it in writing, and you agree to notify American Family Heating & Air Conditioning, LLC in writing of any changes in my account information or termination of this authorization at least 15 days prior to the next billing date. If the above noted payment dates fall on a weekend or holiday, you understand that the payments may be executed on the next business day. You acknowledge that the origination of Credit Card transactions to my account must comply with the provisions of U.S. law. You certify that you are an authorized user of this Credit Card and will not dispute these scheduled transactions; so long as the transactions correspond to the terms indicated in this authorization form. You authorize this business to keep you credit card on file for any future transactions until you request a cancellation. You understand that the terms of this authorization will remain in effect until you request that they be terminated. You acknowledge that you are responsible for making this request in writing.