

Keefe's Club Membership Maintenance Plan

General Terms & Conditions

All equipment must be in good working condition at the time of enrollment.

Keefe's A/C, Heating & Electrical will perform a semiannual 25-point inspection on your listed equipment each 12-month period during the term of this agreement. We will contact you to schedule both of your maintenance appointments throughout the 12 months of this Agreement. To be completed during the term of this agreement during normal business hours.

We will provide you with a 10% discount off our usual and customary rates charged to customers who do not have a service agreement and will not charge overtime or holiday rates on any repairs you have us perform on the listed equipment during the term of this agreement. After 90 days from start of agreement, we will also offer a discount on a replacement system of 10%.

CUSTOMERS ARE RESPONSIBLE FOR THE TOTAL COST OF THEIR SERVICE AGREEMENT. PRICES ARE SUBJECT TO CHANGE; NO REFUNDS WILL BE PROVIDED WITH RESPECT TO SUCH SERVICE AGREEMENT FOR EARLY CANCELLATION.

NO SERVICE WILL BE REQUIRED TO BE RENDERED BY US UNDER THIS AGREEMENT IF YOU HAVE A PAST DUE ACCOUNT AND THIS AGREEMENT CAN BE CANCELLED BY US FOR YOUR FAILURE TO MAKE ANY PAYMENT REQUIRED UNDER THIS AGREEMENT WHEN DUE OR YOUR FAILURE FOR ANY SERVICES OR GOODS RENDERED OR PROVIDED BY US TO YOU, WHETHER IN CONNECTION OF THIS AGREEMENT OR OTHERWISE.

CUSTOMERS THAT CHOOSE THE MONTHLY PAYMENT OPTION, REGARDLESS OF PAYMENT METHOD, MUST SIGN UP FOR A ONE-YEAR COMMITMENT AND WILL AGREE TO AUTOMATICALLY RENEW IN ADDITIONAL 1-YEAR INCREMENTS ON EACH ANNIVERSARY DATE. THIS IS AN AUTOMATIC RENEWAL OF THE 12-MONTH AGREEMENT. YOU MAY CANCEL YOUR SERVICE AGREEMENT WITHOUT PENALTY BY PROVIDING A WRITTEN NOTICE WITHIN 45 DAYS OF YOUR SERVICE AGREEMENT RENEWAL DATE. EMAILS ARE ACCEPTED, PLEASE DIRECT THEM TO PMA@KEEFES.COM.

MONTHLY PAYMENT PLAN MEMBERS WILL CONTINUE TO BE RESPONSIBLE FOR THE MONTHLY FEES FOR THE REMAINING TERM OF CURRENT SERVICE AGREEMENT.

[Terms & conditions Continued...](#)

Repairs performed by us on the listed equipment during the term of the agreement will be covered by our warranty on the repair services we provide. Should any such repair performed by us on the listed equipment, during the term of this agreement, fail within 12 months of the date of repair due to our workmanship or parts provided, we will perform the repair again (including parts) at no additional cost to you.

For other services, we will use reasonable efforts to provide you with priority service through preferential treatment in scheduling your call. For any repairs we perform on the listed equipment during this agreement, we will provide you with our "Customer Assured Flat Rate Pricing" applicable to such repairs, when available. **There will be a service diagnostic fee to service call requests.**

Under no circumstances does Keefe's agree to provide labor, parts or materials necessary to replace a complete air conditioning system, condenser or evaporator coil, compressor, refrigerant lines, complete heating system, burner assembly, combustion chamber, cabinet or repair work on automatic dehumidifiers, electronic air cleaners, uv light or zone controls. Refrigerant will only be covered if a leak has been found and repaired.

Abnormal Condition: The service agreement does not cover material, parts or labor for repairs which are required as a result of abnormal conditions or events such as: (a) hurricanes, electrical storms, flooding, fire, freezing or house wiring failure; (b) damage induced by animals, vandalism, customer negligence or abuse; (c) repairs by a third party or the customer and (d) a manufacturer recall, defect or retrofit. If the unit covered by this agreement has been adjusted by or tampered with by anyone other than one of our regular servicemen, we reserve the right to charge for that call at our established service rates. The cost of labor and or material to repair, replace or clean ductwork, sheet metal or register openings is not covered under this service agreement.

This service agreement covers the entire agreement between Keefe's A/C, Heating & Electrical and the customer and it's understood by the parties that there are no verbal agreements not covered herein.
