

# TrustRIGHT

## Service Partnership Plan

- ✓ **High Performance Maintenance Checks:** *Two Seasonal maintenance visits per year (\$270.00 value). Recommended by manufacturers and utilities alike, regularly scheduled service can reduce breakdowns as much as 95% and lower utility bills by 30%!*
- ✓ **VIP Priority Service:** *As a Service Partner, you become our priority and jump to the head of the line when you call on your exclusive VIP phone line: **509-544-5610**.*
- ✓ **Relax, We'll Contact You!** *We will remind you when it is time to schedule via e-mail, phone, and/or mail. Also schedule online at your convenience at [TrustCampbell.com](http://TrustCampbell.com).*
- ✓ **Investment:** *All maintenance members receive a 5% discount on new equipment installation. \*Cannot be combined with other rebates or specials.*
- ✓ **Protect Equipment Warranties:** *SPP maintains ongoing, detailed, accurate records of maintenance and repair. This allows for better equipment management and warranty protection, as many warranties do not cover breakdowns that are the result of a lack of or due to poor maintenance and may deny a claim if maintenance records cannot be provided.*
- ✓ **Discounts:** *You will receive a 10% discount on services according to your plan. \*HVAC only members only receive discounts on HVAC services, Whole Home members receive discounts on all services.*
- ✓ **No Emergency Fees:** *No emergency fees when repairs are done. \*Does not include tripped breakers or user error.*
- ✓ **Automatic Renewal:** *No need to file any paperwork every year, your membership will automatically renew.*
- ✓ **Transferable:** *Your Plan can either be transferred to your new home, or to the buyer of the home you are selling. Your choice!*

### Homeowner Information

Name \_\_\_\_\_

Service Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Primary Phone \_\_\_\_\_ Secondary Phone (cell, work, spouse) \_\_\_\_\_

Email \_\_\_\_\_ Preferred Reminder Method: ☐ E-mail ☐ Phone ☐ Mail

### Service Partner™ Options

HVAC Monthly Amount \$ \_\_\_\_\_ (+tax) # of Systems Covered \_\_\_\_\_ Humidifier ☐ HRV ☐

*Monthly fee is dependent on equipment covered and number of systems.*

Include either an ☐ Annual Plumbing **or** ☐ Annual Electrical Inspection **or** ☐ Both \$ \_\_\_\_\_ (+tax)

*For a complete Home Safety Check, include an additional \$15.75 per month to receive a Plumbing inspection **OR** \$10.75 per month to receive an Electrical inspection every year! Or include an additional \$17.50 to receive a Plumbing **AND** Electrical inspection every year! Just contact us when you are ready to schedule.*

**Total Authorized Monthly Amount** \$ \_\_\_\_\_ (+tax) Billing Date ☐ 1<sup>st</sup> **or** ☐ 15<sup>th</sup>  
First Billing Month \_\_\_\_\_

*I have read and understand the attached Terms and Conditions and authorize Campbell & Company to debit my account monthly for this Service Partner Plan agreement.*

Homeowner Signature \_\_\_\_\_ Date \_\_\_\_\_

# Campbell & Company Service Partner Plan

## *Terms & Conditions*

### General Information

- This Maintenance Agreement is not an insurance policy or an extended warranty. This agreement is between Campbell & Company and the service property homeowner and provides specific inspections and maintenance services for your heating and cooling equipment.
- Member diagnostic fees are eligible following the first seasonal visit; however, the 10% discount is applicable immediately upon service repairs.

### Billings & Renewals

- Payments are automatically charged on the 1st or 15th of the month. If the payment date falls on a weekend or holiday, charges will be made the following business day. Acceptable payment methods include Visa, MasterCard, Discover, or auto-withdrawal from your checking account (ACH). Your Routing and Account Number or a voided check are required for ACH transactions.
- Program benefits are only available to customer accounts in good standing. No service will be rendered by Campbell & Company under this agreement if an account is past due. This agreement may be cancelled by Campbell & Company for delinquency, fraud, material misrepresentation, or failure to make a payment.
- Annual savings on this agreement is calculated at a minimum of \$90. Therefore, this agreement is a 12-month minimum commitment and will renew automatically thereafter on a month-to-month basis.
- Campbell & Company may increase the total monthly fee up to 3% annually after the initial term, without notice.

### Homeowner Responsibility

- The equipment owner is to provide reasonable access to all equipment allowing the technician to fulfill the inspections of this agreement.
- SPP Visits are performed March through August for Cooling and September through February for Heating. Campbell & Company will make every attempt to contact the homeowner to schedule visits via telephone, e-mail, or text message. It is the customer's responsibility to ensure the visits are scheduled each season. Any unused visits will not roll over.

### Cancellation

- After the initial 12 months, this agreement will remain in effect and renew automatically until canceled.
- No refunds will be issued for any unused visits, unless sale of home, death or special circumstance that will be reviewed on a case-by-case basis.
- If the homeowner is not satisfied with services provided by Campbell & Company, cancellation can occur after an opportunity to rectify the situation is discussed.
- If an ACH or Credit/Debit transaction is rejected or declined for any reason, an \$18 fee will apply. After two rejected or declined monthly payments, the agreement will be terminated. An invoice will be issued for the amount due on all services rendered. Any discounts honored during the agreement period will be added to the invoice. It is your responsibility to contact our office immediately if you are experiencing fraud or have special circumstances preventing you from fulfilling your payment obligation.
- Request to cancel must be received 15 days prior to your next billing date. An invoice will be issued for all outstanding balances for services performed and discounts rendered under the agreement.

**I have read and understand the attached Terms and Conditions and authorize Campbell & Company to debit my account monthly for this Service Partner Plan Agreement.**

**Customer Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_