

Saddleback MVP Agreement

Name _____

Phone _____ Cell Phone _____

Address _____

City _____ State _____ Zip _____

Email: _____ ☐ Send reminder via email

Plan Selected: ☐ Plumbing ☐ HVAC ☐ ALL STAR

Payments & Renewals

of Systems: _____ Total Price: _____

PAID BY: ☐ Check ☐ Credit Card

Check #: _____ Account # _____

Card #: _____

EXP. _____ CV Code _____

Total Due \$ _____ Monthly \$ _____

☐ Please automatically debit my credit card.

☐ Please automatically debit my checking account.

I hereby authorize Saddleback Plumbing-Heating-Air Conditioning to debit the amount above from my credit card or checking account every month, beginning after my application is approved.

I understand that the monthly fee will continue until a written notice of termination is received at the address below. (Please allow up to two weeks for termination processing.)

Signature _____ Date _____

Representative _____ Date _____

**See reverse side for terms and conditions



(949) 829-0910 or (714) 408-9103 (ph)
(949) 829-0915 (fx)
www.saddlebackplumbing.com

**Plan price is for first system. Each additional HVAC unit is an additional charge. *Warranty on any Repair made by Saddleback and must maintain constant membership in the MVP plan. Does not include drain line stoppages. See MVP Agreement for details.



ALLSTAR Value Plan

COMPREHENSIVE HEATING, COOLING, & PLUMBING SYSTEM COVERAGE **

"For Total Peace of Mind"

- All Plumbing Value Plan Benefits & All HVAC Value Plan Benefits in one great cost-saving package!

BEST VALUE!



HVAC Value Plan

HEATING & COOLING SYSTEM COMFORT **

- 3 Year Parts and Labor Warranty*
- 15% Discount off Standard Rate
- Two Semi-annual Precision HVAC Tune Ups
- No Dispatch or Trip Fees
- 50% off HVAC Diagnostic Charges
- Preferred Priority Service



Plumbing Value Plan

PLUMBING SYSTEM ASSURANCE

- 3 Year Parts and Labor Warranty*
- 15% Discount off Standard Rate
- Free Annual Plumbing Inspection
- No Dispatch or Trip Fees
- Preferred Priority Service

Membership Value Program Service Guarantee



MVP CONDITIONS AND LIMITATIONS:

This agreement sets forth the entire agreement between Saddleback Plumbing, Heating & Air and the Equipment Owner and cannot be changed without written approval from Saddleback Plumbing, Heating & Air. Representatives and promises made by any person not contained in this document are not part of this agreement. This agreement is automatically cancelled if the equipment is removed from the address identified on the face of this document. Any material and/or work beyond that which is covered by the terms of this agreement will be furnished at the owner's expense. Saddleback Plumbing, Heating & Air is not responsible for any loss, damage, or injury resulting from delay in rendering repairs by the terms of this agreement, and in no event is Saddleback Plumbing, Heating & Air liable for incidental or consequential damages. Saddleback Plumbing, Heating & Air is allowed to perform two regularly scheduled HVAC and one Plumbing preventative maintenance check each year. Failure to allow the preventative maintenance voids this warranty.

WHAT IS COVERED:

As a rule of thumb, any failure of a covered repaired item, unless it fails due to neglect, or failure of the owner to allow Saddleback Plumbing, Heating & Air preventative maintenance to occur. Saddleback Plumbing will provide an "Extended Warranty" as long as your MVP Membership is in continual effect, renew each year and allow our technician to perform the annual inspection, ALL repairs covered under our standard one year warranty will be extended an additional 2 years. Warranty covers all new repairs performed after membership became in effect. Warranties on drain line stoppages are not extended.

TRANSFER OF AGREEMENT:

The remaining duration of your agreement may be transferred to a new owner should you sell your property. To transfer the agreement, mail a written request with a transfer fee of \$25 to:

Saddleback Plumbing, Heating & Air
23901 Remme Ridge
Lake Forest, CA 92630

A reproduction of the agreement, registered in their name will be sent to the succession owner.

EQUIPMENTS OWNER'S RESPONSIBILITY:

The following are entirely the responsibility of the Equipment Owner:

1. Saddleback Plumbing, Heating & Air, is the only provider allowed to service or maintenance the equipment covered under this warranty for the term or the warranty is void.
2. Saddleback Plumbing, Heating & Air will be allowed to perform regularly scheduled maintenance two times a year on the covered equipment
3. Provide Saddleback Plumbing, Heating & Air free access to equipment and controls, move any stock, fixtures, & partition to facilitate the work by Saddleback Plumbing, Heating & Air.
4. Your equipment must be working up to manufacturing specification before this agreement is valid. Any required repairs are owner's responsibility.

WHAT IS NOT COVERED IN AGREEMENT:

The following are not part of this agreement:

1. Drain line stoppage, air filters, condensate pumps, refrigerant lines, ducts, electrical wiring external from the equipment.
2. Repairs to correct failures or malfunctions that are not considered manufacturing defects such as damage or malfunction from fire, flooding, water, storms, earthquakes, faulty power supply, theft, misuse, abuse, normal wear and tear, or improper authorized service from another provider other than Saddleback Plumbing, Heating & Air.
3. Repairs to change the equipment or installation to meet Federal, State, or Local codes or regulations.
4. Freight on any special order parts.
5. Any work or service NOT performed by Saddleback Plumbing, Heating & Air as part of this agreement.
6. Repairs to equipment installed in corrosive atmospheres such as dry cleaners, beauty shops, and printing facilities.
7. Any repair needed that is caused by a natural disaster or an act of God.

HOURS OF SERVICE: The services covered by this agreement will be scheduled during Saddleback Plumbing's regular working hours of, 8:00AM to 5:00PM, Monday through Friday, except holidays. After hours or weekend scheduling is available for an additional charge.