ALVIN HOLLIS

COMMITTED TO YOUR HOME COMFORT

NATURAL GAS SERVICE PLAN

Alvin Hollis Is Your Local Service Provider

781.335.2100

www.alvinhollis.com

1 Hollis Street • South Weymouth, MA 02190-9921

A Gas Service Plan is a Good Idea

Our gas customers like the fact that we are local and available. Alvin Hollis is your local service provider and this can make a significant difference – particularly if you need emergency repairs.

We service the spectrum of gas heating units and our annual tune-up will assure that your system is operating at peak efficiency. This also means that filters, critical to clean indoor air quality, are replaced and maintained each year. A properly maintained gas system can also increase the lifespan of the equipment and can keep energy usage as low as possible.

At Alvin Hollis you are guaranteed priority service from a local provider that is there for you.

CLEANER INDOOR AIR

New air filters each year can make a big difference in the amount of dust and particulates blowing through a hot air system.

SAFETY INSPECTION

Our technicians will conduct a safety inspection of the heating system based on manufacturer's recommendations and industry best practice.

PRIORITY SERVICE

Rest assured if your system needs unplanned repair that we will be there for you 24/7.

ANNUAL TUNE-UP

The annual tune-up will keep your gas system running efficiently which saves on fuel usage and extends the life of your equipment.

781.335.2100

BENEFITS OF OUR SERVICE PLAN

- *Annual System Tune-Up*
- *New Standard Size Air Filters for Cleaner Indoor Air*
- *On-Call Priority Service*
- *Safety Check-Up*

A Great Value at: $220

General Conditions and Exclusions

1. The term of the Plan is for a one (1) year period and will renew automatically each year unless terminated by either the Customer or Company. No credit will be issued if the Plan is canceled before the expiration date. The Plan covers equipment usage less than 200,000 BTUs.

2. Repairs or services not covered by the Plan will be performed and charged to the Customer at prevailing rates and/or as prescribed by the Plan and services purchased.

3. The Service Plan does not cover labor or materials to repair damage to the heating system or residence caused by the Customer's neglect including, but not limited to, insufficient water for boiler, blown fuses or other failure of electrical system, improper thermostat settings or faulty thermostat, having heating system switches in the "OFF" position, debris build up in the air or venting systems, and other causes related to the improper operation or maintenance of the heating system by the Customer. The Plan also does not cover damage, repairs, or replacement of parts or components caused by Acts of God, fire, flood, freezing, storm or weather conditions, power loss or surges, and water damage.

4. The Company will provide service as soon as practical, during regular business hours under normal conditions or on an emergency basis, if necessary. The Company will not be liable for any damages arising from a delay or failure to provide service due to conditions beyond its control such as Acts of God; labor disturbances or strikes; unavailability of mechanics or parts; failure or interruption of Customer's electricity; inaccessibility of the heating system; storms, floods, or other severe weather conditions; or governmental laws or regulations.

5. Customer agrees to release and hold Company harmless from all liability for any delay or failure to render the service or to make delivery of any merchandise as set forth herein due to federal, state, or municipal actions or regulations; strikes or any other labor troubles; fires; and embargoes, accidents, war, or any other cause contingent to, or circumstances beyond the control of, Company and/or that make the fulfillment of this Agreement impractical. On removal of the cause of such failure or interruption, performance shall be resumed pursuant to the terms as set forth herein. COMPANY SHALL BE RELEASED FROM LIABILITY AND SPECIFICALLY DISCLAIMS ANY AND ALL LIABILITY FOR INDIRECT, INCIDENTAL, PUNITIVE, EXEMPLARY, SPECIAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND SUSTAINED BY CUSTOMER. Company shall be released from liability for any injury, loss, or damages whatsoever that are occasions, in whole or in part, by defective design; faulty, incomplete, or erroneous plans or specifications; defective materials or parts; and defective operation or malfunction of any equipment. Company takes no responsibility for any instructions, directions, operating guidelines, or warranties contained in any book, booklet, guide, manual, or warranty from any manufacturer or dealer.

6. Payment Terms: Service Plan Fees under this Agreement shall be due when billed. Additional emergency or maintenance work not covered under this agreement is due at the time of service. In the event said charges are not paid when due, Customer agrees to pay service charge of 1.5% per month, which is an 18% Annual Percentage Rate, and which will be charged on the average daily balance on any account past due over thirty (30) days.

7. Service Hours: As a Priority Customer you will have coverage every day excluding holidays & weekends for emergency service. Normal working hours are Monday through Friday, 7:30 a.m. to 4:30 p.m. Priority service is defined as next business day.

8. The Customer agrees to all terms and conditions listed in this brochure during the term of this Agreement and any renewals thereof. The Customer agrees that in the event there are any changes in coverage in the future, the terms and conditions of this Agreement shall continue to apply.

9. In the event that the residence is sold, the Service Plan may remain in effect and can be conveyed to a new owner for the remaining term of the Plan provided the Plan has been paid in full.

10. Company shall not be required to furnish any items of equipment, labor, or other services including, but not limited to, the performance of any tests recommended or required currently or at a future date by any insurance companies; governmental agencies or authorities; and/or pursuant to any statutes, regulations, or other laws.

11. Amendment and Cancellation: We may amend or change the terms of this Agreement at any time. You will be notified of any change in the manner provided by applicable law prior to the effective date of the change. However, if the change is for security purposes, we can implement such change without prior notice. We may suspend or cancel this Agreement at any time. Your termination of this Agreement will not affect any of our rights or your obligations arising under this Agreement prior to termination.

12. Customer agrees not to move or relocate equipment without notifying the Company. In the event Customer fails to notify, Company at its option may cancel this entire Agreement without refund or refuse to service the equipment so moved or relocated.