

## **Parobek Friends & Family Club - Terms & Conditions**

### **Disclaimers:**

**1-Year Extended Warranty** - Extended Warranties are valid for active Club Members only. If a member cancels, the warranty will revert to the standard warranty for work provided.

**Unlimited Drain Cleaning** - Club Members will not pay for standard drain cleaning service (cable machine cleaning) when accessible through approved clean-out openings. For drains that cannot be cleaned due to corrosion, cracks, tree roots, etc., or is a recurring clogged drain problem, or if drain requires hydro jetting, toilet removal, or other more difficult problems that require additional labor, materials or troubleshooting, an up-front estimate will be provided. Parobek reserves the right to refuse repeat drain cleaning services for drains that require repairs and whereby the customer has refused to make said repairs. For any recommended repairs, Club Members will receive 10% up to \$500 off any approved estimates, not to be combined with any other specials, discounts or coupons. All repair options and pricing provided up front at time of service with customer approval before work begins and Club Members receive a 1-Year Parts & Labor Warranty extension while maintaining an active Club Membership, or warranty will revert to standard warranties provided for specific services provided.

### **Each Club Member is eligible to receive up to three total maintenance visits per year, including:**

One Fall/Winter Heating & Furnace Health & Safety Inspection per year for up to two HVAC systems including filter replacements (No charge if customer supplied).

One Spring/Summer Air Conditioning Health & Safety Inspection per year for up to two HVAC systems including condenser clean out and filter replacement as needed. (No charge if customer supplied). Ask for Complete Details.

One Whole-House Plumbing Health & Safety Inspection. Includes up to two tank or tankless water heaters with flush or descale if applicable and/or accessible. Tankless water heaters must have a working isolation flush valve kit installed or additional cost may be necessary to perform a flush. Ask for Complete Details.

Additional HVAC systems or Tankless water heaters are subject to an additional \$8 per month fee (per unit)

**Save 10% on repairs & diagnostics** - up to \$500 per invoice. Discounts only apply to repairs or diagnostic fees, and do not include discounts on replacement equipment such as condensers, water heaters, etc. Cannot be combined with other discounts, offers, coupons or specials.

**Loyalty Credits for New Equipment** - (\$300 at sign-up, then \$10/month while an active member) Can only be applied to purchases for HVAC System Replacement, Tank & Tankless Water Heaters, Water Filtration & Softeners. If a member cancels, all loyalty credits will be forfeited. For new equipment, Club Members can utilize the best possible, current discounts and offered all available payment options including 3rd party financing with approved credit. Cannot be combined with other discounts, offers, coupons or specials.

**Save thousands with exclusive Club Member vouchers** - Club Members will receive and have access to exclusive Club Member Only Vouchers for multiple, select products and services, from installation of new equipment to services such as duct cleaning. Members may opt for alternative offers or discounts that are equal to or better than Club Member Vouchers provided. See coupons for details. Offers may be subject to change. Call for details. Club member only vouchers are non-transferrable.

**Free Estimates** - Club Members will not pay for Service or Emergency Fees during any hours of operation. Service or Emergency Fees do not include diagnostics charges. For any recommended repairs, upgrades or services that require additional labor, materials, or services, Club Members will receive 10% off any approved estimates. All repair options and pricing provided up front at time of service with customer approval before work begins and Club Members receive a 1-Year Parts & Labor Warranty extension while maintaining an active Club Membership, or warranty will revert to standard warranties provided for specific services provided. Parobek reserves the right to refuse free service calls for repeat requests for the same repair whereby repair recommendations have been provided and the customer declines to make said repairs.

The Club Member Subscription is a monthly subscription between the Seller (Parobek) and the Customer (Club Member) providing access to specific benefits and/or discounts provided in the membership agreement. Membership is restricted to residential customers only.

Club Members can use any or all services and benefits included in the Club Member Subscription Plan beginning after the date of purchase, including, but not limited to, annual maintenance visits such as HVAC & Plumbing check-ups or inspections, drain cleaning, vouchers, discounts and waived service fees while an active Club Member. 1 Year Member Warranty extension is the only benefit that can be utilized on the date of club member sign-up/purchase and will be applied for all services sold and/or performed on the same invoice.

It is the sole responsibility of the Customer to utilize any or all the services, discounts and benefits included with the club Member Subscription.

Parobek is not responsible for the underutilization of any Club Member benefits and is under no obligation to refund any portion of services, benefits or discounts not utilized during the subscription term or at time of cancellation. Customer agrees to receive communications from Parobek in the form of direct mail, email, SMS/Text or phone calls that may include reminders about benefits available, access to account information, special offers, scheduling recommendations and so forth. However, it is still up to the Customer to be familiar with and to take advantage of any or all benefits as wanted or needed, and Parobek is not responsible for underutilization of the benefits.

The Club Member Subscription is a monthly recurring credit card transaction. It is up to the customer to provide and maintain a valid credit card on file while an active member. If Customer does not provide updated credit card information or approval to re-process payment within 2 weeks of a declined transaction, it will be considered canceled. 2-Week Cancellation required via phone or email (with verification of receipt by Parobek). No refunds will be provided for prior charges previously agreed to as part of the membership subscription agreement.

Parobek also reserves the right to terminate subscription/agreement with notice to the customer and will automatically prevent future billing from occurring upon notice.