



Pinellas Pool Pro's LLC Terms of Services

Service: Weekly. We reserve the right to shift service days due to inclement weather or circumstances beyond our control. If a hurricane, tropical storm, extreme heavy rain or any other catastrophic acts of God occur on your cleaning day, we reserve the right to cancel the day and the schedule resets to the following week. No adjustments to monthly service fee will occur in the event your day must be skipped. In the event of an unexpected emergency or illness we reserve the right to skip service for that week with no adjustments to the monthly service fee.

If the pool does not need vacuuming, We reserve the right to bypass vacuuming on that day with no change to agreed upon service amount. If pool balance gets out of control from any of the following: large bather load, urine, feces, animals, adding chemicals without our knowledge or misuse there will be an extra charge for chemicals to restore pool/hot tub such as but not limited to: shock, algaecide, stain remover, metal remover, phosphate remover and stabilizer. The extra charge will need to be paid before the next pay period. We will provide you with an invoice for your records. All billing is done in advance for any service or repair.

We observe, and service will not be provided on the following holidays: Independence Day, Labor Day, Memorial Day, Thanksgiving Day and the day after, December 24th through January 1st.. Special arrangements may be possible if holiday falls on your service day for a fee. We also reserve the right to two weeks vacation per calendar year with no adjustments to the agreed upon monthly service amount.(December 24th - Jan 1st is one of those 2 weeks.) Should there be an emergency and you need us to come out on a day that is not your service day, we charge \$150 which will need to be paid upon our arrival.

Equipment sales, installs and repairs

All units, equipment parts and material purchases are final. There are no refunds or returns on units, parts or materials once opened and or installed. This includes pool/spa pumps, filters, salt systems, automation systems, heat pumps and all pool/spa equipment parts and materials.

If unopened and not yet installed a refund/return can be given in certain circumstances and there is a restock fee of up to \$125 depending on what is being returned. All units, equipment parts, materials and labor prices are final upon paying invoice. There will be no adjustments to pricing once the invoice is paid. All units, equipment, parts and materials must be paid in advance. Some units, equipment and parts may be on backorder and Pinellas Pool Pro's LLC has no control over the time it may take to receive them.

Pinellas Pool Pro's LLC will honor a 30 day warranty for installation and repairs. This covers leaks/plumbing. We will contact the product manufacturers on the customer's behalf should there be an issue with the units or equipment for up to 30 days after the installation. After the 30 days Pinellas Pool Pro's will refer you to the manufacturer for any further issues.

Pinellas Pool Pro's LLC will not be held responsible or liable for any failed units, equipment or parts. This includes DOA (Dead on Arrival) or possible "lemon" units/equipment.

Pinellas Pool Pro's uses a separate 3rd party, licensed electrician for a new electrical work. This includes new wire runs, new whip installs and pulling permits. Any installation/repair that requires new electrical wiring will need a permit. The homeowner can elect to pull their own if they choose so and if they would like to use an electrician of their choice. Electrical work warranties are provided by the 3rd party electrician, not Pinellas Pool Pro's. Pinellas Pool Pro's LLC will have no responsibility or liability for any electrical work done by any 3rd party electrician, the homeowner or anyone who provided the electrical work.