



Pinellas Pool Pro's Terms of Services

Service Schedule: Weekly. We reserve the right to shift service days due to inclement weather or circumstances beyond our control. If a hurricane, tropical storm, heavy rains 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.

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 or any inclement weather 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 December 26th and New Year's Day. Special arrangements may be possible if holiday falls on your service day for a fee. We also reserve the right to one weeks vacation per calendar year with no adjustments to the agreed upon monthly service amount. 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.

If this contract is to be terminated for any reason, a dated, written notice of 30 days is to be sent to *Pinellas Pool Pros LLC 5000 Miramar Dr. # 5208 St. Petersburg, FL 33708*

Installs and Repairs

All units, equipment parts and materials purchases are final. There are no refunds or returns on units, parts or materials once opened and or installed. This includes pool/spa pumps, pool/spa filters, salt systems, automation systems, heat pumps, 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 refunded/returned. All units, equipment parts, materials and labor prices are final upon paying invoice. There will be no adjustments to pricing once the invoice has been paid. All units, equipment parts and materials will be paid in advance. Some units 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 repair. This covers leaks/plumbing. We will contact the units/parts manufacturers should they fail within that 30 day period after installation/repair. Pinellas Pool Pro's LLC does not offer any extended warranties for units, parts or any other equipment. After 30 days Pinellas Pool Pro's LLC 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, and equipment parts. This includes DOA (dead on arrival) or possible "lemon" units and equipment. You will be referred to the manufacturer. If within the 30 day period of the initial purchase date we will assist you with contacting the manufacturer.

Pinellas Pool Pro's LLC uses a separate 3rd party, licensed electrician for all electrical work. This includes wire runs, 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 permit if they choose so. Electrical work warranties are given by that 3rd party and Pinellas Pool Pro's LLC will have no responsibility or liabilities for any electrical work done by this 3rd party company.

By clicking the box you are agreeing to both the above service and installation/repair terms.