

TERMS AND CONDITIONS

OUR SERVICES INCLUDE:

- ✓ Heating Oil and Bioheat® Delivery
- ✓ HVAC Equipment Removal and Installation
- ✓ Air Conditioning Service and Installation
- ✓ Budget Plans
- ✓ Bulk Fuel Deliveries

SIGN UP FOR MORE THAN
ONE POLICY AND RECEIVE A
5% DISCOUNT
OFF EACH POLICY!

HOT WATER HEATER SERVICE PLAN



EMERGENCY SERVICE

Rest assured if your hot water heater needs unplanned repair that we will be there for you 24/7/365.



ANNUAL TUNE-UP

Must be done in conjunction with the heating system tune-up.



20% DISCOUNT ON PARTS & LABOR

Parts and labor will be discounted at 20%.

A GREAT VALUE AT: \$174.95

MEDFORDHEATING.COM

1. This service plan is available to all credit-approved residential customers. The term of the Plan is for a one (1) year period and after re-inspection will renew automatically every year unless terminated by either the customer or Company. No credit will be issued if the Plan is canceled before the expiration date. These plans are transferable to new owners if the house is sold, but they are not refundable.

2. This plan covers one residential heating or air conditioning unit. Oil tanks, oil lines, and any associated problems are specifically excluded. Medford Heating & Air Conditioning reserves the right to inspect the equipment covered before acceptance. Any part requiring an upgrade prior to acceptance will be charged at prevailing rates.

3. Repairs or services not covered by the Plan will be performed and charged to the customer at prevailing rates.

4. The Heating Oil Comfort Plan is contingent upon customer signing up for automatic heating oil delivery from Company.

5. Annual tune-ups will be scheduled during normal working hours, Monday through Friday. Further, the plan is void if any person, including owner, renders service to equipment except as instructed by Company.

6. 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 failure to have sufficient fuel oil in the tank, 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 buildup in the air or venting systems, and other causes related to the improper operation or maintenance of the heating system by the customer. Damage, repairs, or replacement of parts or components caused by acts of God, fire, flood, freezing, storm or weather conditions, power loss or surges, water damage, and fuel flow problems due to outside fuel storage are not covered by the Plan.

7. Service Hours: Normal working hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. Service provided at times other than normal business hours will be invoiced at our after-hours billing rate, minus the contract discount rate. 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 government laws or regulations.

8. Customer agrees to release and hold Company harmless from all claims related to losses, costs, or damage to personal or real property caused by fire, explosion, flood, freezing, power loss or surges, oil leakage, and premises left unattended. Customer agrees that Company shall not be liable for any incidental, special, or consequential damages incurred by customer or by third parties, including environmental cleanup costs.

9. Payment Terms: Service Plan fees under this Agreement shall be due when billed. Additional emergency or maintenance fees are due at the time of service.

10. In the event that the residence is sold, the Service Plan may remain in effect provided that the new owner contacts us within 30 days of new ownership and continues to purchase fuel oil and heating system service from Medford Heating & Air Conditioning.

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.



PREFERRED CUSTOMER HEATING COMFORT PLANS



Medford Heating & Air Conditioning Is Your Local Service Provider

MEDFORDHEATING.COM

188 Route 70 • Medford, NJ 08055 • (609) 654-2188

Master HVACR Contractor Lic. #2503

A SERVICE PLAN IS A GOOD IDEA

Our customers like the fact that we are local and available. Medford Heating & Air Conditioning is your local service provider and this can make a significant difference—particularly if you need emergency repairs.

We service the spectrum of heating units and our annual tune-up will ensure 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 system can also increase the lifespan of the equipment and keep energy usage as low as possible.

At Medford Heating & Air Conditioning you are guaranteed service on a 24/7 basis from a local provider that is there for you.

BENEFITS OF OUR SERVICE PLANS

- ✓ Annual System Tune-Up
- ✓ Heating System Replacement Discount
- ✓ New, Standard-Size Air Filters for Cleaner Indoor Air
- ✓ Emergency Service Coverage
- ✓ Discount on Parts and Labor
- ✓ Safety Check-Up

GAS COMFORT PLAN



EMERGENCY SERVICE COVERAGE

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



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 recommendations and industry best practice.



ANNUAL TUNE-UP

The annual tune-up will keep your system running efficiently which saves on fuel usage and extends the life of your equipment. Tune-up includes standard air filter.



\$500 HEATING SYSTEM REPLACEMENT DISCOUNT



20% DISCOUNT ON SERVICE WORK

Parts and filters normally included with the tune-up are free with the Plan. Other parts and labor will be discounted at 20%. (This does not apply to a system replacement.)

A GREAT VALUE AT:
\$229.95

HEATING OIL COMFORT PLAN



EMERGENCY SERVICE COVERAGE

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



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 recommendations and industry best practice.



ANNUAL TUNE-UP

The annual tune-up will keep your system running efficiently which saves on fuel usage and extends the life of your equipment. Tune-up includes fuel nozzle, oil filter, pump strainer and standard air filter.



\$500 HEATING SYSTEM REPLACEMENT DISCOUNT



20% DISCOUNT ON SERVICE WORK

Parts and filters normally included with the tune-up are free with the Plan. Other parts and labor will be discounted at 20%. (This does not apply to a system replacement.)

A GREAT VALUE AT:
\$299.95