

ABOUT YOUR SERVICE CALL

Dear Customer,

Thank you for using Maitland Winter Park Plumbing, Inc., to attend to your plumbing problems. Your business is appreciated and we will do everything in our power to see that you are satisfied. Efficient, dependable service requires far more than just a technician, a tool and a part. To serve you well calls for a substantial investment of time, money and equipment. Unlike servicing a vehicle, we must travel to your door which involves mileage as well as the technician's travel time. Here are some of the items that contribute to superior service.

- An experienced service representative to receive calls and get the facts.
- A qualified dispatcher to relay calls to the nearest service technician and schedule stops for efficient operation.
- A parts department with a large working inventory of back-up parts to eliminate costly delays in servicing your equipment.
- Trucks with a large working inventory of parts plus expensive tools and test equipment for prompt repairs.
- Trained service technicians to diagnose the problem quickly, make the repairs promptly and keep your costs reasonable.

Our service is guaranteed and we would appreciate hearing from you if you have any problems.

Yours Truly,



C. Mercer Haight, President

Contractors are required by law to be licensed and regulated by the Contractors State License Board. Any questions concerning a contractor may be referred to the registrar of the board whose address is: Department of Business & Professional Regulation, Northwood Centre, 1940 N. Monroe St., Tallahassee, FL 32399-0750.

NOTICE TO OWNER

Payment may be available from the Construction Industries Recovery Fund if you lose money on a project performed under contract, where the loss results from specified violations of Florida law by a state-licensed contractor. For information about the recovery fund and filing a claim, contact the Florida Construction Industry Licensing Board at the following telephone number and address: Florida Construction Industry Licensing Board, 7960 Arlington Expressway, Suite 300, Jacksonville, Florida 32111-7467, (904) 727-6530.

TERMS AND CONDITIONS

RESPONSIBILITIES OF CUSTOMER:

Customer represents that, except as described in the request for service, all plumbing and drain systems are in good repair and condition and agrees to hold Maitland Winter Park Plumbing, Inc. harmless of discovery of defective conditions, including but not limited to the following:

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|--------------------------------|-------------------------------------|--------------------------------|-----------------------|
| 1. Improper or faulty plumbing | 3. Acids in the drain system | 5. Existing illegal conditions | 7. Electrical defects |
| 2. Rusted or defective pipes | 4. Lines that are settled or broken | 6. Defective roofing | |

RESPONSIBILITIES OF COMPANY- CONDITIONS AND LIMITATIONS

Company shall do all work in a competent, workmanlike manner. Company is not responsible for any illegal conditions.

LIMITED WARRANTY

Company warrants all work to be free from defects in material and workmanship for the warranty period of up to one (1) year from completion unless otherwise stated in writing on the face hereof. All drain stoppages are warranted for a period of thirty (30) days from the completion unless otherwise stated in writing on the face hereof. All warranties are void if payment is not made when due. Warranties extend only to the customer and are not transferable. If a defect in materials or workmanship covered by this warranty occurs, Company will, with reasonable promptness during normal hours, remedy the defect. In no event shall company be held liable for water or other damage caused by any delay in remedying a defect. To obtain warranty performance, notify company of any defect or claims for breach at the address and telephone number on the face hereof.

EXCLUSIONS AND LIMITATIONS: CUSTOMER'S RIGHT TO REPAIR AND REPLACEMENT ARE THE EXCLUSIVE REMEDIES AND COMPANY SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE MATERIALS PROVIDED FOR IN THIS CONTRACT

Company is not responsible for the following which are excluded from the coverage of this limited warranty:

1. Defective conditions listed under the above "Responsibilities of Customer's"
2. Work performed by or materials installed by others not in this agreement.
3. Defects and failures from mistreatment or neglect.
4. In exchange for the plumbing services to be rendered by Maitland Winter Park Plumbing, Inc. the customer certifies and agrees that the plumbing services may have risk of mold and the customer expressly intends to assume the risk of damages and injury, if any, resulting from any and all mold-related damages resulting from the plumbing services.

This limited warranty is the only express warranty Company gives. IMPLIED WARRANTIES, including, but not limited to, warranties of merchantability and fitness for a particular purpose, are limited to a duration of ninety (90) days from the date of completion.

PROTECTION OF CUSTOMER'S PROPERTY

Customer agrees to remove or protect any personal property, inside and out, including, but not limited to, carpets, rugs, shrubs and planting, and Company shall not be responsible for said items. Nor shall Company be held responsible for the natural consequences of Company's work which may cause damage to improvements to real property including, but not limited to, curbs, sidewalks, walks, driveways, garages, patios, lawns, shrubs, sprinkler systems, wallpaper, drywall, stucco, tile, cabinets and other appurtenances to the residence or other real property.

Company shall not be held responsible for damage to personal property, real property, or any improvements to real property caused by persons delivering materials or equipment or keeping gates and doors closed for children and animals.

ENTIRE AGREEMENT

This is the entire agreement. The parties are not bound by any oral expression or representation by any agent purporting to act for, or on their behalf, or by any commitment, or arrangement not to set forth herein. The agreement binds jointly and severally all signing as Customer, their heirs, representatives, successors and assigns.

Company will not provide an itemized breakdown of materials and labor for flat rate priced book. However, Company will provide an itemized list of all materials used to perform the necessary repair upon request.