

# CREATIVE RAIN IRRIGATION – 2024 CUSTOMER SERVICE AGREEMENT

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CONTRACTORS LICENSE #2705 134330

## **MAINTENANCE SERVICE INFORMATION AND NON-CONTRACT RATES:**

**SPRING START-UP: CUSTOMER MUST CALL TO SCHEDULE** this seasonal service. This service must be done after there is no more threat of freezing temperatures. Turn on your system, monitor the general operation, reset the clock, check and adjust heads – as necessary or requested. Does not include any repairs needed. CUSTOMER MUST notify us within 30 days of the completed Spring Turn On service if any adjustments are needed. After 30 days, the customer will be charged a trip fee of \$89.00 for any return visits to adjust heads or correct any timer settings. \_\_\_\_\_ (Cust. Init)

**1-12 zones \$85.00** \_\_\_\_\_ check here to request your Spring Start up service at the non-contract rate

**12+ zones Add \$9.00** per each additional zone. # \_\_\_\_\_ zones total, if over 12 \$ \_\_\_\_\_ total due

**WINTERIZATION SERVICE: CUSTOMER MUST CALL TO SCHEDULE** this seasonal service. This service must be scheduled before first recorded freezing temperatures. Blow out entire system and remove backflow device for winter storage to prevent damage from water freezing in backflow device, pipes, heads, and/or valves through the winter. Does not include repairs and this must be done to eliminate the chance of costly repairs in the spring \_\_\_\_\_ (Cust. Init)

**1-12 zones \$85.00** \_\_\_\_\_ check here to request your Winterization service at the non-contract rate

**12+ zones Add \$9.00** per each additional zone. # \_\_\_\_\_ zones total, if over 12 \$ \_\_\_\_\_ total due

**BACKFLOW CERTIFICATION IF APPLICABLE:** Backflow certifications are required annually in certain counties. (Chesterfield and Hanover that we know of) and will be performed within 60 days of the date of your spring start up service. You are not required to be home for this inspection service unless your backflow is located in a locked area.

\$75.00 \_\_\_\_\_ check here for BACKFLOW TESTING at the non-contract rate, only if we also performed your spring start up.

\$100.00 \_\_\_\_\_ check here for BACKFLOW TESTING at this non-contract rate, if this is the only service you want performed.

\_\_\_\_\_ please check here if prior notice is needed due to backflow being in locked crawl space or locked fenced area.

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**IF AVAILABLE, WEEKEND APPOINTMENTS = ADDITIONAL \$25.00 – NO EXCEPTIONS**  
**HOURLY LABOR RATE FOR REPAIR WORK OR MODIFICATIONS = \$89.00/HOUR MINIMUM**

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## **DISCOUNTED CONTRACT RATES OFFERED WITH THE PACKAGE PREPAYMENT OPTION FOR SPRING START UP/ BACKFLOW TEST AND WINTERIZATION SERVICES.**

**1-12 ZONES = \$150.00** with agreement and prepayment for Start up and Winterization only \_\_\_\_\_ check here

**1-12 ZONES = \$225.00** with agreement and prepayment for Start up, Backflow Insp, Winterization \_\_\_\_\_ check here

**12+ zones Add \$18.00(\$9 per service)** per each additional zone # \_\_\_\_\_ zones total, if over 12 \$ \_\_\_\_\_ total due

\_\_\_\_\_ please check here if prior notice is needed due to backflow being in locked crawl space or locked fenced area

Warranty policy: (1) year labor and part warranty on CRI original installations only, due to part defect or workmanship only, only from the actual date we installed the initial system. Coverage is only for the parts we installed under the 1 year warranty if the item(s) being replaced prove to need replacement due to manufacturing defects or faults. We are not responsible for any costs for repairs or diagnosing of any system that appears to be related to maintenance (including start up or winterizing) or servicing by homeowners, other companies, or any individuals other than a Creative Rain representative, and will not cover replacement of parts that appear damaged or not working from direct contact by persons, machinery (i.e. vehicles, mowers) or weather. If for any reason you do not schedule OR have us perform both of the seasonal services each year, any applicable warranty on your system & all parts is voided automatically once a seasonal service is missed, not scheduled or if you have your winterization completed after the first recorded freeze. IT IS YOUR RESPONSIBILITY TO CALL US FOR ALL SERVICES & APPOINTMENTS.

**\*\*ATTENTION\*\* MANDATORY POLICY: YOUR SIGNED AGREEMENT AND PAYMENT, IS DUE BEFORE THE TIME OF SERVICE.** NO EXCEPTIONS – SERVICE WILL NOT BE PERFORMED WITHOUT PAYMENT BEFORE TIME OF SERVICE.

WE ACCEPT CASH, CHECK, MONEY ORDER, AND ALL MAJOR CREDIT CARDS. \*\*IF YOU ARE 30 MINUTES LATE FOR A SCHEDULED APPOINTMENT OR IF THE TECH HAS TO WAIT MORE THAN 30 MINUTES, YOU WILL BE CHARGED ACCORDING TO OUR HOURLY LABOR RATE FOR THE TIME ON SITE FOR US WAITING FOR YOUR ARRIVAL. IF YOU MISS A SCHEDULED APPOINTMENT, WITHOUT GIVING A 24 HOUR NOTICE, YOU WILL BE CHARGED A \$30.00 TRIP FEE.

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Printed Name \_\_\_\_\_ Date \_\_\_\_\_

Cell Phone \_\_\_\_\_ Email address: \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

SIGNATURE - I \_\_\_\_\_ have read and agree to the terms of this service agreement.

***WE MUST RECEIVE THIS SIGNED FORM & PAYMENT PRIOR TO YOUR SCHEDULED APPOINTMENT***