

Excalibur Maintenance Program/Discount Club Membership

Customer Name: _____
 Customer Email: _____
 Contact Phone: _____
 Location Address: _____
 Plaza/Subdivision: _____
 City/Zip: _____

Date: _____
 Billing Name: _____
 Billing Email: _____
 Billing Phone: _____
 Billing Fax: _____
 Billing Address: _____
 City/State/Zip: _____

TERMS & CONDITIONS:

Forward Electric & AC agrees to provide labor and materials necessary to perform a comprehensive maintenance for the covered equipment below, after any existing defects which are noted on the service report have been corrected.

HOURS: Maintenance on covered equipment will be scheduled during our regular hours of Monday through Friday 8:00am to 4:00pm, excluding holidays. Emergency Services are available 24 hours a day. 365 days a year. Calls for service after hours, weekends and holidays may have an additional charge.

SERVICE: As a club member, you will receive an email and/or telephone call to remind you when the service is due to be scheduled. We also provide club members service priority ahead of non-member customers. We maintain a complete record of covered equipment maintenance and repairs performed by Forward Electric and A/C and upon request, will provide you a written report.

PARTS & REPAIRS: This agreement does not include repair parts or materials other than those necessary to perform the equipment maintenance (lubrication/cleaning supplies). Any repairs required will be brought to the customer's attention. An estimate of repair costs will be provided to the customer for approval prior to any work being completed. Forward Electric & A/C shall not be liable for any loss arising from delay, failure to discover a condition requiring repair or replacement, or as a consequence of any performance under this agreement, including but not limited to any resulting water damage or air quality.

DISCOUNTS: Club Members receive 10% discount on repair parts. Discount may not be combine with other discounts, coupons or special offers. Discount is for parts only. Some exclusions and exceptions apply. System replacement and maintenance do NOT qualify for discounts.

COVERED EQUIPMENT:

Unit ID	Location	Brand	Model#	Serial#	Freon	Ton	KW	Year/Age	Filter Size

PAYMENT: Customer understands this is NOT a pre-paid contract and payment is due upon completion of work performed. If the customer fails to pay within 30 days of service date the Company has the right to impose a late payment (finance) charge of 1 ½%, 18% per annum or the highest amount lawfully allowed by contract in the state of Florida. If applicable, sales tax is included in the price. Upon default in payment, Company reserves the right to withhold service.

TERM: The agreement is effective from date signed and will continue for one (1) year. The agreement will automatically renew annually at prevailing rates, terms and conditions, until cancelled. This agreement may be terminated at any time, for any reason, by either party.

_____ **Customer Signature**

_____ **Technician Signature**

AC Maintenance:
Manufacturers recommend maintenance two times per year. If you live near the ocean or doing renovations/re-modeling, a minimum of four times per year is recommended.
 Frequency: Quarterly Bi-Annual Annual
 1st system: _____
 Additional systems: _____ X \$_____ ea = _____
Total Cost each Maintenance _____

Optional Filter Service: Yes No \$45 ea visit
 (When supplied; filters will be cleaned or changed during maintenance.)
 Filter Service: Monthly Quarterly
 Number visits: _____ X \$_____ ea = _____
 Supplied by: Customer Forward
 Filter Price: (per case) _____
Total Cost each Filter Service: _____