



Standard Service Agreement

Hello and thank you for choosing St. Cyr Pool and Spa for your Pool and Spa needs. We value your business and strive to deliver an outstanding customer experience. Please review the policy information specific to your job below. If you have any questions, kindly contact our office at 978-774-7005. Please do not reply to this email.

Communication Process:

St. Cyr Pool and Spa is a paperless company therefore we require a valid E-Mail address and Cell Phone number on file. After booking an appointment, we will send a confirmation text and email. A reminder text and email will be sent the day prior to the service, the final notification you will receive is the dispatch text when our technician is en route to your location.

For larger repairs a technician will contact you when they are on-site, either at the door or by phone, to update you on findings.

For recurring services technicians will not contact you on-site, unless something needs immediate attention.

Appointment Window:

At this time we are unable to give a specific time of day for your service appointment. Unfortunately it is difficult to predict how long each appointment will take. However, you may call the office on the day of your appointment to see if they can provide you with a smaller window.

Note: Most appointments do not require the homeowner to be there as long as everything we need to access is outside by the pool or spa. If you need to or would like to be there for the appointment please let us know so we can note it on the appointment.

Payment Procedure:

A credit card is required to be kept on file when booking a service, even if you will be paying by check or online. Your card will not be charged until work has been completed.

Upon service completion, you'll receive an invoice via email, containing a link for online payment. If you prefer paying by check, you must be present during the repair to pay the technician on site prior to any work being started.

If a check was not provided and no online payment is received within 1 business day of the invoice delivery, the card on file will be charged. For billing-related inquiries, please contact the office at 978-774-7005.

Diagnostic Trips:

Diagnostic fees are \$199.00 for leaks and \$129.00 for all other diagnostics. This covers the cost of sending the technician out and diagnosing the issues, it does not include any repair work or parts.

On some trips, the technician may have the specific parts needed for your repair and will complete that repair. If we are able to complete same-day repair, we will do so, up to \$300.00.

If the same-day repair can not be completed, exceeds \$300.00 OR the repair will require a separate appointment due to the scope of work that is needed, an estimate will be provided to the customer.

Same Day: If an estimate is deemed necessary and the technician has what they need to complete the repair, an estimate will be created on site, if the customer approves the estimate on site, the diagnostic fee will be waived.

Additional Appointment: If an estimate is deemed necessary and the repair cannot be done on site, an estimate will be emailed to the customer for approval electronically. Once the estimate is approved electronically, we will collect a 50% deposit, using the card on file, order any parts needed and when the parts come in an appointment will be scheduled. Once the work is completed we will collect the remaining balance.

Note: If the repair price is \$300.00 or lower, the technician will complete the repair without seeking approval.

Services: Please refer to our service-specific policies or provided estimates for the included scope of work.

Warranty:

We provide all parts and equipment with a 1-year warranty from the manufacturer which covers the cost of the part/equipment. However, it does not cover labor. For warranty-related services, our labor fees are charged at our standard rate as noted above, minus any manufacturer labor credits that may apply.

Our workmanship is covered for 1 year. This covers plumbing and wiring connections that fail as a result of our installation.

Service Considerations:

Please keep in mind the following considerations:

Equipment: Any equipment or accessories deemed a safety hazard by our team will not be installed or left running.

Utility and Access Requirements: Some services require access to customer utilities or disconnects, including but not limited to outdoor power outlets, equipment power disconnects, and running water from outdoor spigots. Our technicians require unobstructed access to the pool or spa area to carry out the service. Please note that technicians will not enter homes or basements. If a utility or disconnect is within the home, we ask that someone be present. Additionally, please ensure that all animals are secured and away from the service area on the day of the service to maintain safety for both our technicians and your pets.

Service Delays: During service weeks that include holidays, inclement weather, or any other delays, the schedule will be adjusted to provide service as soon as possible. Since it is impossible to predict certain events, your appointment is considered tentative. If we are unable to make your appointment for any reason, we will notify you as soon as we know and get you back on the schedule as quickly as possible. We will not offer credits or discounts for any of these events.

Also, we will not offer a credit or discount for service disruptions due to low water levels, animal issues, access issues, or any other factors beyond our control. For any situation that would result in a cancellation, we require a minimum 24 hour written notification. These notifications must be sent to service@stcyrpoolandspa.com. If a return visit is required due to any of the reasons listed above or if we were not notified in writing that the appointment needed to be cancelled, a \$129.00 dispatch fee will apply.

We appreciate your understanding and cooperation as our team is dedicated to providing you with exceptional service. If you have any questions or concerns, please do not hesitate to call our office at 978-774-7005.

IT IS AT ST. CYR'S DISCRETION TO DECIDE ON WHETHER WE WILL PROVIDE SERVICE FOR PARTS OR EQUIPMENT THAT HAS NOT BEEN PURCHASED FROM ST. CYR. IF WE DO CHOOSE TO PROVIDE SERVICE, WE WILL NOT PROVIDE ANY WARRANTY ON PARTS OR EQUIPMENT PURCHASED FROM ANOTHER COMPANY. CUSTOMER WILL BE RESPONSIBLE FOR DEALING WITH THE SELLING VENDOR AND ANY LABOR PERFORMED BY ST. CYR IS SUBJECT TO STANDARD SERVICE RATES.