



# RESIDENTIAL PLUMBING MEMBERSHIP TERMS AND CONDITIONS

The below conditions detail how Velocity Plumbing and Heating Ltd. Residential Peace of Mind Plumbing Memberships are implemented.

1. Memberships are billed annually from the date of purchase. Price of membership does not include applicable taxes
2. The membership includes an annual service on one heating or cooling piece of equipment (i.e. Furnace, Boiler or Heat Pump).
3. Additional pieces of equipment can be serviced but an additional fee will apply
4. This service does not ensure the longevity of equipment is extended and does not take the place of additional service work that may be required. Any additional work, and required parts, beyond the annual service remit will be billed separately at normal time and materials rates. Velocity Plumbing will ensure to advise all members of any additional work required prior to completing it
5. Warranty work is not included as part of the annual service fee
6. Front of the Line Priority Scheduling does not guarantee same day service or weekend service. This membership perk places members at the top of our appointments list, above all other non members, and next in line when our next available appointment time slot is
7. Our 10% discount on parts is only applicable to parts and does not include larger equipment such as boilers, furnaces, heat pumps, water heaters and other larger equipment not deemed by Velocity Plumbing to be constituted as parts
8. Refer a friend bonuses will be added to the membership owners account and will be deducted from the next annual membership invoice. Monetary refunds for referrals are not available. Referred persons must sign up for an annual membership