

2019 CUSTOMER SERVICE AGREEMENT



P.O. Box 2105 Chesterfield, VA 23832 • Office (804)271-0604 • Fax (804)271-2386 • Creativerainirrigation@gmail.com
www.creativerainirrigation.com • Contractor's License #2705 134330
<https://www.facebook.com/pages/Creative-Rain-Irrigation-Grading-Inc/429014687166311>



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 repairs needed. You must notify us within 30 days of the Spring Turn-on service if any adjustments are needed. After 30 days you will be charged a trip fee of \$79.00 for any return visits to adjust heads or the timer settings.

1-12 Zones \$ 69.00 ☐ check here to request your **Spring Start up** at the non-contract rate
12+ Zones Add \$ 6.00 per each additional zone #___ zones total, if over 12

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.

1-12 Zones \$ 69.00 ☐ check here to request your **Winterization** at the non-contract rate
12+ Zones Add \$ 6.00 per each additional zone #___ zones total, if over 12

BACKFLOW CERTIFICATION(ONLY 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 Spring Start up service. PLEASE NOTE: OUR BACKFLOW TESTING IS DONE BY A **PLUMBING SUBCONTRACTOR** NAMED CHRIS PERRY, WHO WILL ARRIVE WITHIN **60** DAYS OF THE SPRING START UP, TO PERFORM THE TEST. YOU ARE NOT REQUIRED TO BE PRESENT FOR THIS SERVICE UNLESS THE BACKFLOW IS IN A LOCKED AREA.

\$ 60.00 ☐ check here for **BACKFLOW TESTING** at this non-contract rate **only if we also performed your spring start up.**
\$ 85.00 ☐ check here for **BACKFLOW TESTING** at this non-contract rate **if this is only service you want performed.**
Prior notice needed ☐ check here **if prior notice needed, if backflow is in a locked crawl space or locked fenced area**

IF AVAILABLE, WEEKEND APPOINTMENTS = ADDITIONAL \$20.00.

HOURLY LABOR RATE FOR REPAIR WORK OR MODIFICATIONS: \$ 79.00/hour min

DISCOUNTED CONTRACT RATES OFFERED WITH THE PACKAGE PREPAYMENT OPTION FOR SPRING START UP, BACKFLOW TEST AND WINTERIZATION SERVICES:

1-12 Zones \$ 125.00 with agreement and prepayment for Start up and winterization only. ☐ check here for start up and winterization only
1-12 Zones \$ 180.00 with agreement and prepayment for Start up, backflow testing and winterization. ☐ check here for all 3 services
If prior notice is needed- backflow is in a locked crawl space or fenced area. ☐ check here if backflow is in locked area
12+ Zones Add \$ 12.00 per each additional zone for Start up & winterization (\$6/zone per service) ☐ check here ___# of zones
Please select the appropriate box above and sign below if you wish to prepay for services to qualify for these rates:
Sign: _____ Date: _____ Amount and method of prepayment: _____

Our warranty policy is as follows: (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. We only cover the cost of 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 CRI representative, and will not cover replacement of parts that appear damaged or not working from direct contact by persons, machinery (i.e. vehicles or 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, or 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: PAYMENT IS DUE BEFORE THE TIME OF SERVICE.
NO EXCEPTIONS.**

YOUR 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 more than 30 minutes late for a scheduled appointment you will be charged according to our hourly labor rate for the time on site 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.**

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

If you know who installed your system, please provide name of irrigation contractor: _____ Builder name (if applicable): _____

****ATTENTION** PLEASE PRINT NAME:** _____ **PHONE # (day):** _____

PHONE # (cell): _____ **Email Address:** _____

ADDRESS: _____

Street _____ **City** _____ **Zip Code** _____

SIGNATURE: I, _____ **, have read & agree to the terms of this contract. DATE:** _____

****We now offer Landscape Lighting and Mulch installation!
Call our office for a free estimate!****