



MEND'S WHOLE HOME WELLNESS PLAN

TERM AND CONDITIONS

PRIORITY SERVICE

As a Home Wellness Plan Member, you will be eligible for priority status for plumbing, HVAC and electrical service calls. Mend Services technicians are electronically dispatched to ensure prompt response time. To meet your needs to the best of our ability, we maintain a complete, computerized service history of your home's equipment and previous services.

DISCOUNTS ON REPAIRS

Our Home Wellness Plan Members receive a 10% discount on repairs and services. Costs for repair work will be estimated and approved by the client prior to work performed. Customer must be an active Home Wellness Plan Member with account in good standing and no past-due balances owed for any services in order to receive discounts. Maximum discount of \$2000 per ticket

ELIGIBILITY

An owner of a residential single-family home may be eligible. Commercial properties and multi-family properties are not eligible for Home Wellness plans. Tenants must have authorization in writing from property owner to be eligible for Home Wellness plans.

DURATION & RENEWAL

Monthly Home Wellness plans shall automatically renew on a monthly basis. Annual Home Wellness plans shall automatically renew on a yearly basis. Cancellation from either party shall be provided with 45 days written notice.

BILLING AND PAYMENTS

Payment shall be made via automatic draft of valid credit card on file. Customer agrees to pay the Plan fee, as well as any additional charges for services rendered outside the scope of the Plan, in accordance with the Company's standard billing practices.

CHANGES & TERMINATION

Mend Services reserves the right to modify, suspend, or terminate the Plan at any time, with or without cause. Changes to pricing shall be provided to customer by Mend Services with 30 day written notice. In the event of termination, customers will be entitled to receive services at standard rates including eligible discounts until the end of their current billing cycle.

EARLY CANCELLATION

If Customer cancels their subscription to the Plan before the completion of a full twelve (12) month billing cycle, Customer shall forfeit any discounts applied or received for services rendered during the subscription period. Mend Services reserves the right to recover the discounted amount from any remaining payments or to charge Customer separately for the discounted portion of services rendered via automatic charge to Customer's credit card on file.

WARRANTY

Repair of the following items is specifically excluded from Mend Service's warranty: damages resulting from lack of Customer maintenance; damages resulting from modifications, repairs or replacements performed by parties other than Mend Services; damages resulting from Customer abuse, or ordinary wear and tear; damages from extreme weather conditions. If Customer, or any party other than Mend Services, modifies, replaces, or repairs any of the work performed by Mend Services, warranty for that item is voided immediately.