



## **Go Green Heating & Air Conditioning: HVAC Maintenance & Repairs Terms of Service**

### **1. Scope of Services**

- 1.1 We provide the services outlined in your service agreement.
- 1.2 Services focus on routine maintenance to keep your HVAC system working properly.

### **2. Service Agreement**

- 2.1 The agreement lasts for one year from the signup date.
- 2.2 We may update the agreement; you'll be notified of any changes.

### **3. Scheduling**

- 3.1 Schedule maintenance in advance at a time that works for both of us.
- 3.2 You are responsible for making sure we can access your HVAC system, including attic platforms, lights, and outlets.

### **4. Payments**

- 4.1 Pay for maintenance in advance. Pay for repairs when they are completed.
- 4.2 Invoices are due when the work is done. Late payments may have a 12% interest fee added each month.

### **5. Cancellations and Rescheduling**

- 5.1 Give 24-hours notice if you need to cancel or reschedule maintenance.
- 5.2 You may be charged a \$75 cancellation fee if you don't give enough notice.

### **6. Diagnostic**

- 6.1 We run tests to find the problem. Initial repairs are based on these results.
- 6.2 Initial repairs might uncover other problems needing more diagnostics.
- 6.3 Issues found after initial diagnosis are not covered by the initial diagnostic fee.
- 6.4 We are not responsible for equipment failing after maintenance unless it's caused by our technician's error (like leaving off a breaker).

### **7. Warranty**

- 7.1 Maintenance has a 30-day warranty.
- 7.2 We'll fix issues covered by the warranty at no extra cost.
- 7.3 Report warranty claims within the warranty period; repairs will be scheduled quickly.
- 7.4 The warranty doesn't cover problems caused by you misusing or changing the equipment.

## **8. Liability**

- 8.1 We are not responsible for damage caused by problems that existed before we worked on your system, or by your negligence.
- 8.2 Tell us about any known problems with your HVAC system before we do maintenance.

## **9. Emergency Services**

- 9.1 We do not offer 24/7 emergency service. Service will be scheduled during our next available appointment.

## **10. Termination and New Member Sign-Up**

- 10.1 You or we can end the agreement with [specified] days' notice.
- 10.2 Termination fees may apply (see your agreement). Any applied discounts will be revoked and standard pricing will apply.
- 10.3 Initial payments by new members will be considered a down payment towards their first scheduled maintenance.
- 10.4 This down payment will be subtracted from the total cost of that maintenance, making your transition to scheduled service smooth.

## **11. Governing Law**

- 11.1 These terms are governed by Washington State law.

## **12. Contact Information**

Go Green Heating & Air Conditioning 3218 Eastlake Ave E, Seattle, WA 98102  
206-620-1600 office@gogreenheating.com [www.go-greenheating.com](http://www.go-greenheating.com)

**Thank you for choosing Go Green Heating & Air Conditioning!**

We value your trust in our services and are excited to continue serving you.

Sincerely,

**The Go Green Team**

<http://gogreenheating.com/>

