

Terms & Conditions

1. This agreement is between the customer and Rich's Oil Service (herein referred to as the Company). This agreement will automatically suspend if the customer ceases to pay for repair parts, labor, or other chargeable items when due or renders or permits anyone other than the Company to perform service to the air conditioning or heat pump system and associated equipment unless so instructed beforehand by the Company. There shall be no obligation upon the Company to perform any service or provide parts after termination of this agreement. Upon termination there shall be no refund or credits allowed. This agreement is transferable.

2. This agreement is offered to all customers subject to an inspection and approval of their equipment. If upon inspection, customer's equipment is found to be unacceptable or obsolete, customer's contract coverage will be cancelled and a pro-rated refund will be returned to the customer. Repairs required to place equipment in acceptable conditions are excluded and will be charged separately.

3. This agreement will become effective immediately when invoiced. This agreement is automatically renewed each year on the anniversary of purchase unless customer gives the Company notice of non-renewal. Upon termination, for any reason, there shall be no refund or credits allowed. In the event of sale of property, the agreement is transferable.

4. Priority Service is defined as first available service and will be billed at normal business hour rates (8:00 A.M. - 4:00 P.M. Monday - Friday, except holidays). Priority Service provided on holidays and/or outside of normal hours will be subject to a prevailing rate of 1.5 times the hourly rate with a minimum of one hour of service.

5. Only EMERGENCY SERVICE will be performed outside of normal working hours. EMERGENCY SERVICE shall be defined as: NO heat or air conditioning that is creating an unsafe condition or causing damage to property. Non-emergency work, if requested, would be billed at our standard overtime rates.

6. This agreement does not cover repair or service of this equipment damaged due to fire, flood, lightning, freeze up, acts of God, or civil disturbance.

7. The Company's obligation to furnish parts specifically listed herein shall be subject to the availability of parts through usual supply sources. Replacement of obsolete items for which parts are not available will be performed on a time and material basis.

8. The Company shall be liable solely for repairs to the covered equipment. Under no circumstances shall the Company be liable for any consequential or resultant damages or injury (including death) to persons or property, nor for damages resulting from defective equipment; loss or damage resulting from operation or non-operation of said equipment; delays in performing service; making repairs or installations of parts; because of strikes, accidents, explosions, or shortages; or due to other conditions beyond the control of the Company.

9. The 25% service discount associated with the Air Conditioning Comfort Plan is only eligible toward the replacement/repair on the existing cooling system in place. The respective plan discount will not be valid toward service work associated with upgrading equipment, converting energy sources, or new equipment installations.

10. This agreement contains in the entire agreement of the parties hereto and there are no promises, terms, conditions, or obligations other than printed herein.

11. Customer will receive an annual \$75 discount on any bundled Comfort Plan(s) upon renewal.

Air Conditioning Comfort Plan

For Central A/C & Heat Pump Systems

Keeping Your Home & Family Cool & Comfy
Building Relationships Since 1986



www.RPHAC.com 

(860) 763-2015 | (860) 763-3734

12 Moody Road | Enfield, CT 06082

License Numbers: 0401182 | 0284677 | HOD 0000120

Making Your Home Cool & Comfy

Air Conditioning Comfort Plan \$265 annually + tax

At Rich's, we strive to provide total home comfort. We offer only the best possible service with a personal touch you just won't find with another company. Our Air Conditioning Comfort Plan saves you money on your home cooling and provides you with peace of mind knowing that if you need us, we'll be there, as we have been since 1986. Our Air Conditioning Comfort Plan comes standard with all of the following:

Annual System Tune-Up

Your cooling system will operate more efficiently with annual maintenance from one of our certified and highly skilled technicians. With the price of energy increasing, maximizing the efficiency and properly maintaining your equipment will help lower your energy costs, saving you money and keeping you cool all summer long.

Emergency & Priority Service

Comfort Plan customers have extended priority service. Rest assured that whenever you need us, we will be there for you. Should your system need service after hours, you will have our first appointment on the next business day.

25% Discount on Service

Our Air Conditioning Comfort Plan provides you with a discount of 25% off the total diagnostic and repair cost if the maintenance is ever needed (excluding system replacements).

Improved Indoor Air Quality

Airborne dirt and debris can clog filters and affect proper and efficient operation of your air conditioning equipment as well as affect your indoor air quality.

New Air Conditioning System Equipment

If your air conditioning system is old, inefficient, or in need of repair, upgrading to a new system can help you save significantly on energy costs. Today's systems are as much as 60% more efficient than those systems manufactured as little as 10 years ago. If you are concerned about utility bills or are faced with an expensive repair, you may want to consider replacing your system rather than enduring another costly season or paying to replace an expensive component. The utility cost savings of a new unit can provide an attractive return on your investment.

\$300

TOWARD A CENTRAL AIR CONDITIONING INSTALLATION

Limit of one per customer. Coupon only valid for equipment sold and installed by Rich's. Cannot be combined with other offers.

\$200

TOWARD A DUCTLESS AIR CONDITIONING INSTALLATION

Limit of one per customer. Coupon only valid for equipment sold and installed by Rich's. Cannot be combined with other offers.

Rich's Rewards:

Enroll in our Air Conditioning Comfort Plan and any of the following plans and **save \$75:**



Multiple Units



Oilheat



Gas

