

Terms & Conditions

1. This agreement is between the customer and Rich's (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 gas heating 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.
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 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 of 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 Gas Comfort Plan is only eligible toward the replacement/repair on the existing gas heating 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.

Gas Comfort Plan

For Natural Gas or Propane Systems

Keeping Your Home & Family Warm & 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 Warm & Comfy

Gas 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 Gas Comfort Plan saves you money on your home heating and provides you with peace of mind knowing that if you need us, we'll be there, as we have been since 1986. Our Gas Comfort Plan comes standard with all of the following:

Annual System Tune-Up

A Rich's highly skilled and certified technician will conduct a safety inspection of the heating system based on manufacturer's recommendations and industry best practice. Our Annual System Tune-Up will keep your gas system running efficiently which saves on fuel usage, extends the life of your equipment, and ensures you are in compliance with warranty standards.

Emergency & Priority Service

Gas Comfort Plan customers receive priority scheduling for any unexpected issue that may occur. Rest assured if your system needs unplanned repair that 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 Gas 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

New air filters each year can make a big difference in the amount of dust and particulates blowing through a hot air system.

Rich's Rewards:

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



New Gas System Equipment

If your gas system is old, inefficient, or in need of repair, upgrading to a new system can help you save significantly on energy costs. 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 NEW GAS HEATING SYSTEM INSTALLATION

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

