



SWIMMING POOL/SPA SERVICE ESTIMATE AND AGREEMENT

{Customer Name}
{Street Address}
{City, CA Zip}

Amazing Pools & Spas, Inc. (hereinafter called The Company) agrees to service the swimming pool/spa located at the address above for {CUSTOMER NAME}, who agrees to pay for the service outlined below and in accordance with the terms hereinafter set forth in this agreement. A qualified Company pool technician will perform the following services, as necessary, each visit (weather permitting):

- Clean all skimmer and pump baskets associated with the pool/spa
- Water chemistry analysis, based on the Langelier Saturation Index
- Skim water surface to remove floating matter
- Brush pool/spa walls, and water line tile
- Vacuuming bottom of pool
- Backwashing
- Treat water with the necessary chemicals to meet the health department, and the National Swimming Pool Foundation's standards. All chemicals needed to treat the pool/spa water under normal conditions are provided with the service. The chemicals provided are:
 - A). Sodium Hypo chloride
 - B). Sodium Bicarbonate
 - C). Diatomaceous Earth
 - D). Sodium Trichlor
 - E). Sodium Dichlor
 - F). Sodium Carbonate
 - G). Muriatic Acid

ANY OTHER CHEMICALS ARE NOT INCLUDED WITH SERVICE.

AMAZING POOLS & SPAS, INC. IS NOT RESPONSIBLE FOR MAINTAINING THE PROPER WATER LEVEL, EXCESS DEBRIS IN POOL/SPA DUE TO ACTS OF NATURE, GARDENING AND VANDALISM, CLEANING AND/OR REMOVAL OF OIL, SCUM, AND CALCIUM STAINING ON TILE OR ANY STAINING ON POOL PLASTER. *Since plaster is composed of natural materials, a certain amount of shading, staining, and color variation is to be expected. Different forms of staining do occur in all pools and with proper chemistry can be held to a minimum.* **WE ARE ALSO NOT RESPONSIBLE FOR LOST ANIMALS.**

The charge for the foregoing service on a year round basis shall be:

\${COST} for {#} visit per week annually.

Payments shall be made payable to Amazing Pools & Spas, Inc. Rates are subject to change. THIS AGREEMENT MAY BE CANCELLED ANYTIME BY EITHER PARTY BY WRITTEN OR VEBAL NOTICE 30 DAYS PRIOR TO THE DATE SERVICE IS TO BE DISCONTINUED.

OTHER TERMS TO NOTE:

Holidays and Vacations: The Company observes 6 major holidays. There will be no service on Memorial Day, Independence Day, Labor Day, New Year's Day, and the weeks of Thanksgiving and Christmas. These holidays are full invoice price. If your day of service does not fall on these days then they do not apply. The technician is also allotted two weeks vacation per year. You will be notified two weeks in advance. Keep in mind there are several months throughout the year when your pool will be serviced five times instead of four. This balances out the vacation time. Your pool will be prepared chemically the week before.

Sick Time: If your pool is missed due to sickness or illness you will be notified and the missed day will be made up later in the week, (health permitting). Otherwise, you will not be billed for that week of service.

Bad Weather: Unfortunately, the weather is not always sunny. On the days when it is raining, windy or otherwise hazardous the chemicals in your pool will be balanced and your baskets will be emptied. There will be no vacuuming or netting until the following week (Weather permitting). An additional charge may be assessed to clean excessive debris and/or dirt build up

Pool covers: If a pool cover is on your pool on the day of service only chemicals will be checked. Unfortunately, when the cover gets removed most of the debris falls in the pool and does not settle right away thus making vacuuming ineffective. **Please have covers removed on the day of service.**

Access to pool is blocked or obstructed: If the service technician arrives on the service date and cannot get to your pool due to circumstances beyond his control, there will be no discount for the missed service since he showed up to clean the pool. If the company is given at least 72 hours prior notice that access to the pool will be obstructed we will work with you to re-schedule to a different day of the week or not show up at all, in which case your monthly invoice will reflect that week with no charge. You must speak to somebody personally. If your technician shows up and cannot get to your pool and you require the pool to be cleaned the same week there will be a \$25.00 service charge for the return trip.

Late/Restart fee: Invoices are given on the 10th of every month by mail, fax, email or leaving it at your front door. Payment is due on or before the 1st of the following month. If payments are not received by the 5th of the following month, a \$5.00 late fee will be assessed to the next months invoice. A late fee will be assessed for each late invoice up to three months, at which time service will be terminated if full payment, including late fees are not paid in full. A restart fee equal to half of your monthly service fee will also be due before service will be continued.

Bounced Checks (NSF Fee): There is a \$25.00 charge for bounced checks (Non-Sufficient Funds).

Filter Cleaning: The filter needs to be cleaned at least 2 times a year. The cost is \$75 for each cleaning. Any repairs or replacements of parts are an additional charge. There may be more frequent filter cleanings due to bather load, amount of debris, or other conditions beyond the company's control. You will be notified two weeks prior to cleaning. We do not accept responsibility for excessive algae build up due to the company being denied the ability to clean the filter when suggested. Not cleaning the filter may require an additional charge to remove any excessive algae that may bloom as a result of the filter not being maintained or being maintained by any person other than a representative of the company.

Conditioner: Once a year a \$65 is charged for the addition of conditioner to the pool. This is a chemical that helps prolong the life of chlorine in the water by slowing down chlorine decay due to the ultra violet rays of the sun. Conditioner is added all year as needed but billed in June each year.

Algaecide: Once a year in March there will be an algaecide charge of \$60 to cover needed algaecides that will need to be added through the spring and summer months.

Purchasing pool supplies: If you are looking to purchase items for your pool, please contact us and let us know. We can save you money since we buy everything at wholesale prices.

Please provide: Please put a little trashcan by your pool pump. This way your technician can empty debris directly into the wastebasket. Please have a hose available that will reach the pump in case it is necessary to priming the pump. Make sure the nozzle is not bent or broken so your technician can use any attachments necessary for the job. The technician will not prime the pump if no hose is available.

Water Level: We are not responsible for maintaining the proper level of your pool water. If the water level gets too low, the pump may burn out. If the water is too high it can cause flooding.

Day of Service and service technician: The day of service and your service technician may vary from time to time without prior notice.

Repairs/Installations: Repairs to pool support equipment may be made without prior consent as long as they do not amount to \$75 or more. Repairs over \$75 must be authorized by the customer, either written or oral and may require a deposit prior to starting project.

