

General Terms and Conditions

ALL COMFORT PLANS

- Service plans are in effect for 12 months and will be renewed automatically each year thereafter at prevailing rates. Palmer Gas & Oil will indicate its acceptance of a plan by issuance of an invoice, made payable within 30 days. All equipment must be brought up to code before it is accepted for a service plan. Advance payment does not automatically make a plan effective.
- Plans cancelled within 30 days of renewal date will receive a full refund. Plans may be cancelled after 30 days of renewal date but there will be no refund of any unused portion of the plan.
- Plans are for residential customers only. All new plan holders must be on automatic delivery.
- Customers are responsible for scheduling their yearly tune-ups. There will be no refunds issued for unused plans outside of the 30-day cancellation period.
- The customer's payment constitutes their acceptance of the terms and conditions of the service plan.
- A service plan is transferable to a new owner at the option of the property seller for the existing service location, or the plan may be voided at the owner's request, but there will be no refund of any unused portion of the plan.
- Palmer Gas & Oil reserves the right to cancel any plan without notice and refund the unused portion of the plan.
- Senior or veterans' discounts are not applicable to plan purchases or work performed. Work performed is priced according to plan descriptions.
- Palmer Gas & Oil's responsibility under a service plan will automatically cease if service or any parts or equipment covered by the plan are procured from another source or if customer's account is past due or if customer purchases fuel from another supplier.



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Monday - Friday | 8:00am - 5:00pm

ALL COMFORT PLANS (CONTINUED)

- Replacement of entire unit or following systems and devices are not covered under any plan; condensing coils, flues, duct systems, evaporator coils, radiators, registers and grills, and heating system piping. The following services are not covered: electrical service from circuit breaker to unit, gas and water leak repairs, refrigerant leak tests and repairs.
- The following items are not covered under any plan; compressors, heat exchangers, refrigerant recovery, air filters, humidifiers, electronic air cleaners and other accessories that are not an integral part of the heating or cooling system. Certain exceptions may apply.
- Palmer Gas & Oil reserves the right to make all calls during regular working hours, with the exception of whole house no heat calls due to furnace/boiler failure, fuel odors or water, oil or gas leaks. Generator service calls will be scheduled during regular business hours.
- Palmer Gas & Oil will endeavor to render prompt and efficient service, but it is expressly agreed that Palmer Gas & Oil shall in no event be liable for damage or loss caused by delay or any loss arising out of the performance of this plan.
- The obligation to furnish replacement parts is subject to availability through normal supply sources.
- Calls to replace dirty filters, balance heat and/or cooling to individual rooms, perform air bleeding of hot water radiator systems, and repairs to radiators will be considered billable calls, which, along with repairs not covered under service plan will be billed at prevailing rates.
- Comfort plans cover scheduled routine maintenance, priority scheduling and provide a 20% discount on diagnostic and repair charges for one unit per year (or one head/condenser for mini split).
- Maintenance is subject to blackout dates based upon availability.
- Comfort plans are for planned maintenance only. Any additional repairs recommended by our technicians will be brought to the attention of the owner. No repairs will be made unless proper authorization is given.

HEATING & COOLING COMFORT PLANS

- To help eliminate unnecessary service calls, plan customers are expected to make sure thermostat or humidistat is properly set and to check all switches, and circuit breakers or fuses. Customers are also expected to monitor the condition of all filters (heating, cooling, humidifier, air cleaner, etc.).
- Washable filters will be cleaned at time of service. Disposable filters will be replaced if the customer provides replacement at time of service. We can provide filters at the time of service for an additional charge, if it is requested prior to scheduled maintenance.
- If heat exchanger or compressor is covered under manufacturer's warranty, labor and materials for a replacement system are discounted at 20%.

GENERATOR COMFORT PLAN

- Palmer Gas & Oil shall be released from any/all liability for failure or delay to provide, within a reasonable period, maintenance called for under the plan when failure or delay results from strike or other labor disturbance; fire, flood, lightning or other act of God; supply shortage of electricity, gas or water; freezing or breaking of pipes; government regulations; extreme weather conditions, unavailability of parts; or improper operation, negligence or misuse of covered equipment.
- Customers must make the unit and transfer switch accessible to be worked on during normal business hours.
- It is advised, in accordance with the generator owner's manual, that installation clearances are maintained.
- It is suggested that the owner refer to the generators' manual to determine how often the oil should be checked by owner or Palmer Gas & Oil. Additional visits to check equipment and change oil will incur additional charges.

COMFORT SERVICE PLANS



PROTECT YOUR INVESTMENT

