

Spa Doctors Tech Inc.



Spa Service Agreement

Prepared By:

Date:

Name:

Email:

Phone:

Address:

City/State:

Zip:

Thank you for choosing Spa Doctors Tech. Inc. as your spa care company! We have worked hard for over 15 years to set the standard for quality and service in the spa/hot tub industry. This service agreement outlines our commitment to provide the most professional care for your spa. If you will take a few moments to read it carefully, it will help to avoid any future misunderstandings.

1. Service Pricing

Weekly Service \$ 55.00 Per Week

2. Services Included

On each service visit, our maintenance tech will do the following:

Test and adjust the water chemistry	Scrub the water scum line	Empty the filter leaf trap
Filter inspection	Sift the spa to remove dirt or debris	Inspect equipment for problems
Add water if necessary		

- 3. Service Schedule:** Your spa service will be done by the same technician on the same day each week, unless your regular technician is unavailable. We will notify you if the spa will be done on a different day for any reason.
- 4. Initial Startup Visit:** It is important that your spa be clean, algae free and chemically balanced when we begin your weekly service. On all spas, we provide an initial "Drain & Clean" at a charge of \$179.00. The regular weekly maintenance service begins on the week after the initial startup visit.
- 5. Equipment Problems:** If your maintenance technician notices a problem with the spa, he/she will leave you a note and contact our office. In the event a problem arises, please call our office as soon as possible to authorize a repair service call by one of our trained equipment repair specialists.
- 6. Pets:** It is the customer's responsibility to contain and restrain all pets. We will do our best to keep the gate closed at all times, but we cannot be responsible if a pet gets out while we are doing our job. In addition, the customer accepts responsibility for any injuries inflicted by pets on our technicians.
- 7. Access:** The customer must provide ready access to the maintenance tech on the day of service, either by providing a key or insuring the spa area is unlocked on the day of service. If the tech is locked out, there will be a \$15.00 trip charge to return and service the spa. No refunds will be given for lockouts.
- 8. Water Level:** It is the customer's responsibility to maintain the water level. We cannot be responsible for any equipment damages or other issues that arise as the result of low water level in the spa. Although we will add water to the spa if the technician finds it necessary.
- 9. Water Access:** Access to a functional garden hose and spigot or we won't be able to perform a proper service to your spa.

- 10. Inclement Weather:** In the event of severe weather or inclement weather, we may re-schedule to the next possible day to continue service.
- 11. Corrosive chemicals or minerals:** We cannot and do not accept any responsibility for any damage, staining, corrosion or deterioration of any of the spa equipment or surfaces, that may result from the use of corrosive chemicals or minerals in the spa.
- 12. Payment:** A valid, current credit card number is required for payment of monthly services. We accept Visa, MasterCard and Discover. Spa Doctors Tech Inc. will charge your credit card and send an itemized billing statement at the end of the month after the work has been completed. In the event your credit card is declined, your service may be interrupted.

The customer agrees to the terms and conditions contained in this Spa Service Agreement and authorizes Spa Doctors Tech Inc. to bill all service charges to their credit card. In the event the credit card on file is no longer usable, the customer agrees to provide a replacement credit card number at their earliest convenience.

Cardholders Name _____

Card Number _____

Expiration Date _____

3 Digit Security Code _____

Billing Address _____

It is understood that this is an ongoing agreement to service your spa on a weekly basis. If at any time you wish to cancel service, written or e-mail notification must be sent to us as soon as possible. Our contact information is located at the bottom of this form. Restarting the service may require a fee to bring the spa back up to our standards.

Customer Signature _____ Date _____

Customer Phone Numbers _____ E-mail _____

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