Plumbing Service Agreement

Not legal advice. Have your attorney review this agreement for your state before you use it.

1. Who this agreement is between

Company: [Your Company Name] License: [License #]

Phone: [Phone] Email: [Email] Service area: [Service area]

Customer: [Customer name] Phone: [Customer phone] Email: [Customer email]

Service address (the "Property"): [Service address]

Plan start date: [Start date] Renewal date: [Renewal date]

Plan level: [Basic / Plus / Premier] Plan price: [$ per year or $ per month]

2. Plan levels

What is included	Basic	Plus	Premier
Inspection visits per plan year	1	1	2 (fall and spring)
Water heater flush and anode rod check	Yes	Yes	Yes
Worn toilet flappers replaced	Parts extra	Included	Included
Priority scheduling	Yes	Yes	First available
Discount on repairs (Section 4)	10%	15%	20%
Trip or dispatch fee	Standard	Waived	Waived, after hours too
Main drain camera check	No	No	Once per plan year
Backflow assembly test, where required	Member price	Member price	Included
Yearly price	$____	$____	$____

3. What each inspection visit includes

On each visit our plumber will work through this checklist and leave a written report with anything found. Items marked as not done will be noted with the reason.

Water heater

- ☐ Flush the tank to remove sediment
- ☐ Inspect the anode rod and note its condition
- ☐ Test the temperature and pressure (T&P) relief valve and check the discharge pipe
- ☐ Note the age, venting (gas units) and any signs of leaks or rust

Leaks, toilets and fixtures

- ☐ Dye test each toilet for silent leaks; check flapper and fill valve
- ☐ Check faucets, shower valves and hose bibs for drips; clean aerators
- ☐ Look under sinks for leaks, wet cabinets and worn supply lines
- ☐ Check washing machine hoses and ice maker line

Pressure and shutoffs

- ☐ Measure static water pressure and record it: _____ psi
- ☐ Locate, test and tag the main water shutoff
- ☐ Operate fixture shutoff valves and note any that do not close

☐ Check the thermal expansion tank, if present

Drains, sump and outside

☐ Run each fixture and note slow drains or gurgling

☐ Test the sump pump, check valve and discharge line, if present

☐ Check outdoor spigots; on fall visits in cold climates, shut off and drain them

Items found and declined by the Customer: _____

Customer initials: _____

4. Member benefits

• Priority scheduling: when the Customer calls with a plumbing problem at the Property, the Company will offer the earliest available appointment ahead of non-members, when possible.

• Repair discount: [__]% off the Company's standard repair pricing for plumbing work at the Property, as listed for the plan level in Section 2. The discount does not apply to new equipment installs, remodels, sewer line replacement or work done by others.

• Trip fee: waived or charged as shown for the plan level in Section 2.

5. This plan is not a warranty or insurance

This agreement is a maintenance plan. It provides inspections, priority scheduling and member pricing. It is not a home warranty, service warranty or insurance policy, and the Company does not promise to pay for or perform repairs for free. Repairs are quoted and billed separately at member pricing, and the Customer decides whether to approve them.

6. What is not included

• Water damage, mold or other property damage of any kind

• Frozen pipes and damage caused by freezing

• Sewer lines past the cleanout and any city-side lines

• Well pumps, water treatment and appliances, unless listed in Section 2

• Pipe materials at the end of their life, such as polybutylene or galvanized steel, beyond noting their condition

• Changes later required by code, a city or an insurer

• Work or materials provided by anyone other than the Company

7. Scheduling and missed visits

The Company will contact the Customer to schedule each visit during the plan year. Visits are scheduled on regular business days. Visits not completed within the plan year do not carry over. If the Customer cancels with less than 24 hours' notice or the plumber cannot get into the Property, a missed-visit fee of $[amount] applies.

8. Customer responsibilities

The Customer will give safe access to the plumbing at the Property, tell the Company about leaks or unusual conditions promptly, and use fixtures and equipment as the manufacturer intends.

9. Limitation of liability

The Company is responsible for its own work. The Company is not liable for damage caused by conditions it noted in a visit report that the Customer chose not to repair, by work done by others, or by events outside the Company's control. [Attorney: confirm wording for your state.]

10. Payment, renewal and cancellation

Plan price is paid [annually in advance / monthly by card on file]. This plan renews automatically on the renewal date for another year at the then-current price unless the Customer cancels. The Company will send a reminder before each renewal with the renewal date, price and how to cancel, and will give notice before any price

change. The Customer may cancel by phone, email or in person, using the same contact details listed in Section 1.

Auto-renewal: ☐ I agree to automatic renewal as described above. Customer initials: _____

Refunds if cancelled mid-year: [describe your refund rule, for example a prorated refund minus the value of visits and discounts already used].

11. Right to cancel for in-home sales

If this agreement is signed at the Customer's home, the Customer may have the right to cancel within three business days. The Company will provide the required notice of cancellation form with this agreement. [Attorney: attach the federal and state notice forms required for your state.]

12. Transfer

This plan stays with the Property. If the Property is sold, the plan may be transferred to the new owner for a fee of $[amount] by contacting the Company.

13. General

This document is the full agreement between the Company and the Customer for this plan. If any part is found unenforceable, the rest still applies. This agreement is governed by the laws of [State].

Signatures

Customer signature: _____ Date: _____

Company representative: _____ Date: _____