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| **”Quality and Service Since 1994”** | | **Pool Service Agreement** | |
| **Prepared by: Marine** | |
| **Start Date:** | |
| **Name:** | **Email:** | | **Phone:**  **Cellphone:** |
| **Address #1:**    **Address #2:** | **City:   City:** | | **Zip Gate code:   Zip: Gate code:    Zip:**  **Gate code:** |

**Welcome and thank you for choosing Supreme Pools as your pool care company!** We have worked hard for 22 years to set the standard for quality service in the swimming pool industry. This service agreement outlines our commitment to provide the most professional care for your pool or spa. If you will take a few moments to read it carefully, it will help to avoid any future misunderstandings. Please fill out complete name, address phone numbers, gate codes, any important messages for technicians under notes. How you would like to receive your invoices and please remember to sign agreement. Thank you again for choosing Supreme Pools!

**1. Service Pricing (select one):**

**All Inclusive Monthly Rate $ \_\_ \_**

Under our “All Inclusive” plan Supreme Pools provides all the necessary maintenance and balancing chemicals. All Chemicals and Filter cleans included. This plan is our best value in weekly pool service.

 **Weekly Service Monthly Rate $ \_\_\_\_\_\_\_\_\_\_\_\_\_**

Under our “weekly service” plan, the customer pays for chemicals, chlorine tablets, and filter cleans in addition to the monthly service rate. The maintenance tech will alert the customer when chemicals are needed and will deliver them at the customer’s request, or the customer may purchase them on their own. If the customer does not have the necessary chemicals, they will be provided off of our truck at an additional charge.

🞏 **Chemicals Only**  **Monthly Rate $\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Under our “Chemicals Only” plan, we will visit pool or spa weekly to properly add and balance all chemicals.

**2. Services Included:** On each service, our maintenance tech will do the following: (All Inclusive & Weekly Service Plans Only)

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| --- | --- |
|  Vacuum the pool |  Empty the traps and skimmers |
|  Brush the walls and steps |  Calcium removal from tile is additional |
|  Clean the poolsweep basket |  Test and adjust the water chemistry |
|  Backwash and recharge filter as needed |  Note any problems with the equipment |

**3. Service Schedule:** Your pool 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 pool will be done on a different day for any reason.

**4. Initial Startup Visit:** It is important that your pool be clean, algae free and chemically balanced when we begin your monthly service.

**5. Equipment Problems:** If your maintenance technician notices a problem with the pool, he 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. Covered Pools:** It is the customer’s responsibility to remove the pool cover prior to service days.

**7. 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.

**8. Access:** The customer must provide ready access to the maintenance tech on the day of service, either by providing a key or insuring the pool and equipment area are unlocked on the day of service. If the tech is locked out, there will be a $25.00 trip charge to return and clean the pool. No refunds will be given for lockouts.

**9. Holidays**: We observe four holidays per year: Thanksgiving Day, Christmas Day, New Year’s Eve and New Year’s Day. If your normal visit falls on one of these days, the pool will not be cleaned, and service will be resumed the following week on your scheduled day. The charges will remain the same.

**10. 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 pool.

**11. Rainy Days:** In the event of rain, we will perform a chemical and equipment check only on the pool, leaving out those items that require the use of a pole. No refunds will be given for such visits.

**12. Salt Chlorinators:** We understand and appreciate the benefits of salt water chlorination, however, salt is still a corrosive mineral and Supreme Pools cannot and does not accept any responsibility for any damage, staining, corrosion or deterioration of any of the pool equipment or surfaces, that may result from the use of salt in the pool.

**13. Service Problems:** If you are not completely satisfied with our service, please contact us immediately. We do not offer refunds or credits for problems that are brought to our attention at a later date, but we will make every effort to come out and correct any problems immediately when you bring such issues to our attention.

**14. Heavy Leaf Fall/Winds:** During certain times of the year, Due to leaf falls, it may be advisable for the homeowner to empty the skimmers and traps in between our visits. This will help to ensure that the equipment is not damaged due to lack of water flow. During heavy winds, fires or uncontrollable weather conditions your pool will sometimes need several treatments/ cleanings to be brought back to standards, sometimes draining of the water will be necessary.

**15. Extra Cleaning:** In the event the pool requires extra cleaning due to vandalism, poor drainage or other human factors, there will be an additional charge.

**16. Special Events:** If you are having a special event at your pool, please let us know so we can schedule our service accordingly. We can schedule extra cleaning visits as needed at an additional charge.

**17. Equipment Repairs –** We have a full staff of trained repair professionals who are available to diagnose and repair your pool equipment problems. We charge a basic service fee to diagnose the problem and provide an estimate, but this fee is applied to the cost of the repair if you decide to have us do the work.

**18. Payment Terms: Our invoices are emailed or mailed on the 1st of the month. Due by the end of the month. Late fee will apply if not received by due date. (Please select one):**

**I would like all invoices and statements sent by:**  \_\_\_\_**E-mail** \_\_\_\_ **U.S. Mail**

\_\_\_ **Auto-Charge: Pick one:**  Please charge my service to a credit card on the 1st of each month or on the

30th and any repairs upon completion. (Please provide credit card information below).

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\_\_\_ **Card On File**: Keep my card on file charge when authorized by email or text.

(Please provide credit card information below).

**Other Notes**

It is understood that this is an ongoing agreement to clean your pool and/or spa on a weekly basis. If at any time you wish to cancel service, written and/or email notification to Supreme Pools is required to the address at the bottom of this form. Restarting the service may incur a one-time cleaning fee to bring the pool back up to Supreme Pools standards. Thank you for your business. We appreciate it very much!

**Customer Signature** **Date** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**For Autopay: (Please fill out and sign)**

The customer agrees to the terms and conditions contained in this Pool Service Agreement and authorizes Supreme Pools to bill all service charges to their credit card. In the event the card is no longer usable, the customer agrees to provide a replacement card number at their earliest convenience. **Any invoice disputes must be done within 10 Days of invoice date or charge will be deemed valid.**

**Cardholder Name** **Card Number** **Expires**

**CVC #** **Card Billing Address**

**Supreme Pools 14900 Magnolia Blvd #57343 Sherman Oaks, CA 91413 (818)920-6468 reachsupremepools@gmail.com**