

# 2019 New Customer Agreement

St. Louis City residents add \$60.00 to any package for additional backflow filing fees

Package	Price	Services
<b>Basic</b> Customer Agreement	<b>\$250*</b>	<ul style="list-style-type: none"><li>• Spring Startup</li><li>• Backflow Test</li><li>• Fall Winterization</li></ul>
<b>Complete</b> Customer Agreement	<b>\$265*</b>	<ul style="list-style-type: none"><li>• Spring Startup</li><li>• Backflow Test</li><li>• Seasonal Adjustment</li><li>• Fall Winterization</li></ul>
<b>Premium</b> Customer Agreement	<b>\$285*</b>	<ul style="list-style-type: none"><li>• Spring Startup</li><li>• Backflow Test</li><li>• Seasonal Adjustment</li><li>• Fall Winterization</li><li>• \$55 Service Calls*</li><li>• 10% off parts</li><li>• Automatic Renewal</li></ul>

*Best Value*

\*Up to 12 Zones, please add \$5.00 for each additional zone

\*\*Without the pre-paid Premium Package, Service Calls are \$75

**Parts and labor for repairs are NOT included in any package pricing**

## **Terms and Conditions**

**Payment** – Due to the overwhelming number of non-payments over the past couple of years, all services are to be either pre-paid or paid at the time of service. If your account is not prepaid, you must have a check/credit card ready for the technician when he arrives. If payment is not ready, the technician will leave, and your appointment will need to be rescheduled. The appointment will be rescheduled after payment has been received.

**Calling for service** – If service is needed, you have a question or need to speak with someone please contact the office at 636-724-8191, Monday-Friday 8:00am – 4:00 pm. Our non-emergency service call fee is \$75, due upon arrival. Any parts or additional time will be billed separately. Calls to any other numbers will result in delay of service.

**Emergency Service Calls** – If you have an emergency and need service during business hours, please call 636-724-8191. If you have an afterhours emergency, you can call 636-299-2012. This is **only** for an emergency after 4:00pm M-F or on the weekends. If an emergency has been determined and you need service immediately, our charge is **\$100 and is due upon arrival**. Any parts or additional time will be billed separately.

**Other contractor damage** – In the event another contractor damages your irrigation system and you call us to repair it, you are responsible for payment of the bill. It will be your responsibility to get reimbursed from the contractor who damaged the system. Other contractors include but are not limited to: telephone, lawn service, cable, concrete or home repair companies.

**Spring Startup** – Technician will walk through entire system to ensure heads are adjusted properly and in working order. Before any repairs, if needed, are made the on-site technician will discuss with you what needs to be repaired. Any additional time or parts will be billed separately at the standard hourly rate, in 15-minute increments. Package agreements do not include any parts needed for repairs. In case that major repairs need to be done, we will provide you with an estimate of the cost.

**Backflow Testing** – All necessary paperwork will be filed with county or water company. In the event your backflow preventer fails testing, it will be repaired or replaced, at the owner's approval, and retested. Repair and retesting parts and labor will be billed at an additional charge.

**Seasonal Adjustment** – Technician will walk through entire system to ensure heads are adjusted properly. They will also ensure current watering schedule is adequately and efficiently maintaining your lawn. Before any repairs, if needed, are made the on-site technician will discuss with you what needs to be repaired. Any additional time or parts will be billed separately at the standard hourly rate, in 15-minute increments. Package agreements do not include any parts needed for repairs. In case that major repairs need to be done, we will provide you with an estimate of the cost.

**Fall Winterization** – Technician will blowout all pipes and components with an air compressor. Before any repairs, if needed, are made the on-site technician will discuss with you what needs to be repaired. Any additional time or parts will be billed separately at the standard hourly rate, in 15-minute increments. Package agreements do not include any parts needed for repairs. In case that major repairs need to be done, we will provide you with an estimate of the cost.

**Prepay Agreements** – Prepaid agreements can be transferred but not refunded. Quoted prices do not include parts or labor for repairs. These prices are for St. Louis, St. Charles, Lincoln and Jefferson Counties. Everyone else, please contact us for a quote.

**Premium Customer Agreement** – Premium customer agreement accounts will require a valid credit card on file with GDS Irrigation to set up account. This account will be set up on auto pay for your customer agreement annually. By joining the program, you are authorizing future payments for your agreement. Future payments will be charged to your account on the monthly anniversary of when you set up your account. Completed and approved work will be invoiced at the completion of the work. Cancellation of the program can be done at any time by written notification to GDS Irrigation. Any non-used services will be retained as an account credit for future use and are not refundable.



## Contact Information

\_\_\_\_\_  
Name of primary contact (Please Print)

\_\_\_\_\_  
Address (Please Print)

\_\_\_\_\_  
City, State, Zip (Please Print)

\_\_\_\_\_  
Cell / Home Phone for scheduling appointments (Please Print)

\_\_\_\_\_  
Email address (Please Print)

\_\_\_\_\_  
Water Company (Please Print)

### 1. Please indicate preferred method to receive billing

(Circle one)

**Mail**

**Email**

**Referred by:**  
\_\_\_\_\_

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**Pick a package**– This is up to 12 zones, add \$5.00 for **each** additional zone to the package price.

**St. Louis City residents please add \$60 to each package for backflow test filing fees.**

- Basic Customer Agreement – \$250
- Complete Customer Agreement – \$265
- Premium Customer Agreement – \$285

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## Payment Options

- Personal check (Please enclose)
- Credit Card (or you can contact our office with the credit card information)
- Premium Customer annual agreement will be entered into a recurring cycle.

\_\_\_\_\_  
Credit Card Number

\_\_\_\_\_  
Name on Card

\_\_\_\_\_  
Exp.

\_\_\_\_\_  
CVC

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

After we receive form and payment, we will contact you in the spring to schedule appointment for activation or you can call 636-724-8191

Please fill out form and mail back to: GDS Irrigation, 200 Clearview Drive, St. Charles, MO 63303

**By signing you have read and accept the terms and conditions.**

