



7123 24th Court East – Sarasota, FL – 34243
State Certified AC Contractor #CAC1818166
P-941-727-0330 F-941-727-4224
Email addresses at www.ModernAirNow.com

Agreement to terms of service:

Thank you for choosing Modern Air & Refrigeration for your HVACR equipment service & repair. Our goal is to exceed your expectations and earn your referral to others. We guarantee professional results and warranty the repairs of equipment through 10 years old for a period of 90 days for labor. No labor warranty is offered for equipment over 10 years old. Repair parts warranties vary up to one year. New AC system parts warranties are covered for up to 12 years. No repair warranty is given when items are furnished by you or others.

We schedule service calls based on a combination of 1st come 1st served and urgency. Preventative Maintenance Program (PMP) contract clients take priority in all cases. You agree to pay at time of service by cash, check or we will use the credit card you gave when you booked the service call unless pre-authorized for Net 30 terms. Credit applications take 3 to 10 business days depending on your references' response times. Go to www.ModernAirNow.com to download the commercial credit application. Please let your technician know if you would like to use an alternate method of payment at any time during the service visit. There is a service charge of \$128 for the first hour for commercial visits. Your visit will be invoiced for the time and materials used for travel, diagnosis & repairs. Visits include an estimate for suggested repairs whenever possible. We may perform service & repairs up to \$300 before requesting additional authorization from you or your assigned agent. PMP Contract customers receive a 10% discount off repairs & are not charged overtime rates for after-hours visits.

Manufacturers' repair warranty: Full payment is required at time of service. You will only be billed for non-covered items if equipment was purchased from Modern Air & Refrigeration. We will file a warranty claim on your behalf with the manufacturer after the repair is performed. You will be reimbursed the money paid by the manufacturer. Manufacturers do not always pay prevailing labor rates, parts freight, cleaning, de-icing, adjustments to controls, travel, maintenance related costs, installation errors or time to provide access to equipment. You will be charged for items not covered by the manufacturer. Payment is due at time of service.

We are flattered that you have chosen the best service company to perform your professional service. We hope you'll let us know about your experience and if you feel we earned it, we would appreciate a 5-Star review on Google, Facebook or Yelp.

To proceed with your requested service call, please sign and send to Jeannie@modernairnow.com. This agreement will remain in effect until updated or cancelled in writing by either party prior to a service dispatch.

Approval Signature _____ Print Name _____

Title _____ Date _____ Company Name _____

Thank you kindly, Brett Allred and Modern Air & Refrigeration.

Updated 9/23/20