

Pink Dolphin Pool Care

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Glendale, AZ 85310

Sales/Service: 602-688-Pink (7465)

Email: service@pinkdolphinpoolcare.com

www.pinkdolphinpoolcare.com

Pool Service Terms & Conditions

Chlorine and acid are included as part of the service fee. Any other chemicals will be charged separately.

If the service day falls on a holiday, service will be 1-2 days before or after the normal day.

Repairs under \$25 will be done as a matter of routine maintenance. Any amount over that will be approved by the customer.

It is the customer's responsibility to assure that all gates are operating properly. Service technicians assume no responsibility for maintaining fencing or gates at customer's property.

It is the customer's responsibility to unlock the gate on the day of service or provide Pink Dolphin Pool Care with a key to gain access to the pool. If the gate is locked on the day of service, we will not jump gate/fence to service the pool. A service slip will be left at the front door advising that we were not able to service the pool. We will return the following week on the regular service day to service the pool. A \$25 trip charge will be applied to your account if we are asked to return to the pool the same week the pool was inaccessible.

Weekly pool service includes 48 visits per year. Depending on your service day, you may be provided pool service 5 times during some months. When this occurs you will NOT be charged any additional fee. To take this into account Pink Dolphin Pool Care takes four weeks off staggered during the cooler months. Due to the standard 48 week billing procedure, Pink Dolphin Pool Care does not provide service during the weeks of Easter, Thanksgiving, Christmas and one other floating week. These breaks are taken during the cooler months and all customers will be informed of the break in service prior to each date.

Customers with Cartridge or DE filters will need to have their filters cleaned a minimum of two times per year. Pink Dolphin charges \$85 for this service and will contact you when it is time for them to be cleaned prior to cleaning them.

It is the customer's responsibility to maintain the proper water level. If water level is low on service day, equipment will be turned off and a note left advising customer to add water. Failure to maintain the proper water level may result in serious damage to the pool equipment.

Under the terms of this agreement, Pink Dolphin Pool Care will not be held responsible for any staining of the pool's finish. Since pool finishes are composed of natural materials, a certain amount of shading, staining, and/or color variation is to be expected. Different forms of staining does occur in all pools and with proper chemistry can be held to a minimum.

Billing is sent for service performed the following month. Payments are due by the 10th day of each month. A late fee may be assessed to the account if payment is not received by the due date.

Due to environmental conditions such as lightning storms, harsh rains, high winds, and/or other acts of nature, it may not be possible to give your pool full service on your service day. However, the chlorine, pH, and alkalinity levels will be checked and adjusted regardless of weather conditions.

This agreement can be cancelled by either party at any time.