

# ***Terms and conditions***

Service not covered by these plans will be charged at our hourly rate per call, parts extra, during the hours of 8:00 a.m. to 5:00 p.m. Monday to Friday. Service after hours, Saturday, Sunday, and Statutory Holidays will be charged at special off peak rates. We will not cover any change, replacement, upgrade or repair required by Municipal, Provincial or Federal bylaw or statute.

The heating equipment must be inspected by our representative to determine that the furnace is eligible.

We are not responsible for any damage, parts or service required due to flood, fire, tampering, acts of God, leaking oil tanks, furnace failure while the house is vacant, impassable roads or any other cause whether or not of like nature beyond W.O. Stinson & Son Ltd. reasonable control.

Stinson will not be held accountable for supply issues of parts or materials if circumstances arise and replacement parts are not readily available by reasonable means and costs.

The Customer shall notify W.O. Stinson & Son Ltd. immediately for any service to or alteration of the unit not done by our service department, any malfunction of the unit and any user of heating oil other than that delivered by W.O. Stinson & Son Ltd.

The obligations of W.O. Stinson & Son Ltd. cease when heating oil or propane for the furnace is not purchased from W.O. Stinson & Son Ltd.

This plan is automatically renewable annually at the annual rate set by W.O. Stinson & Son Ltd. and is subject to change.

If the customer cancels prior to the anniversary on pre-authorized payment plan, any payments owing on the annual premium become due.

Either W.O. Stinson & Son Ltd. or the Customer may cancel this plan by giving the other party thirty days written notice. Premiums paid are not refundable.

This plan cancels and supersedes all previous agreements.

Regulatory and Environmental Compliance Fees will be charged extra.

## ***Maintenance pays – for your home or business.***