



Terms and Conditions

For regular monthly service

Revised 08/06

In this document the words "we," "us," and "our" are used in reference to Allegiance Pool Service and Repair, LLC and its entities. The words "you" and "your" are used in reference to the person or persons who have contracted Allegiance Pool Service and Repair, LLC for any of its services. By agreeing to these Terms and Conditions, the contracting party implies that they are authorized to make such contracts and have sufficient authority to grant access to the premises on which the pool is located.

What our Regular Service Includes

Our primary responsibility is to clean your pool each week and maintain proper chemical levels. We treat each pool as if it were our own and will work hard to keep things running smoothly. We also monitor the overall condition of your pool and equipment and whenever additional maintenance is needed that exceeds your authorized limit, we will contact you with options for its repair.

As part of our weekly service we will perform the following tasks depending on your service level: Net, Brush, Vacuum, Empty Baskets, Backwash, and check Chemical levels and add if needed. Regardless of your service level, we will perform minor maintenance such as lubrication and replacing small, inexpensive parts up to your approval amount.

What we do NOT cover

We are not responsible for natural deterioration or damage to pool plaster, tile, decking and equipment. We are also not responsible for chemical deposits on plaster or other surfaces such as fountains, waterfalls, slides or pool toys. Rebar spots and flaky plaster CAN surface at any time and are not a product of our or your negligence. Pool installation can be the cause of these unfortunate problems and you should contact your pool builder if you experience these.

Discount Programs

Referrals - We know that customer referrals are a big part of any successful business. With that in mind, we would like you to be aware of our referral program. If you refer a customer to us for regular service, we will give you a month of service completely FREE! It's just one way of saying "thank you" for helping us grow the Allegiance family.

Realtor Advantage - It has been our goal from the start to find new and innovative ways to service our local community. With that in mind, we introduced REALTOR Advantage, a unique and exciting program specifically designed to benefit Brokers, REALTORS, Real Estate Agents and their clients. For additional information, give us a call or visit our website.

Access

Many of our customers live in gated communities and/or have locks on their gates and pool fences. For most of these customers we keep in our possession a log of access codes and any necessary keys to access the pool so that we can easily perform their regular maintenance. These items are given to us at time of initial startup and returned to the customer upon request or termination of service. While we prefer to have direct access this way, you may prefer to unlock gates and fences for us each week. If this is what you choose, it becomes your responsibility to see that we can enter the property and access the pool when necessary AT ANY TIME during your normally scheduled service day. While we try to keep our schedule as consistent as possible, we cannot guarantee the time frame during the day when our technician will arrive.

If for any reason we cannot access the pool to perform your regular service, you WILL be charged for service as usual and the responsibility of problems from missed service becomes yours. If we must go out to your property for an additional service call due to no access, a special fee may apply.

Additional Costs

The monthly rate for our Standard and Deluxe levels of service DOES include the cost of average amounts of chlorine tabs and shock, pH increaser (soda ash) and decreaser (acid), clarifier, DE and stabilizer. It does NOT include the cost of salt for salt pools or other specialty chemicals. If at any time additional amounts of chemicals above and beyond the average needs of your pool become necessary, we will take care of them immediately to avoid balance issues and you will be billed for those chemicals on your next monthly bill.

NOTE: While "extra" chemicals are not a regular need for most pools, it is not unusual for small amounts of mustard algae or other unknown conditions to surface without our knowledge or negligence that will require these additional chemicals. They are necessary to maintain the balance and clarity of the pool.

Billing

We bill our services on a monthly basis for the coming month. Bills will typically be sent out by the 15th of the month and payments must be received in our office BY the 1st of the month.

Late Payment Policy:

IF WE HAVE NOT RECEIVED YOUR PAYMENT BY THE 10TH OF THE MONTH, A LATE FEE OF \$20 WILL BE APPLIED TO THE NEXT MONTH'S BILL AND WE WILL AUTOMATICALLY BILL YOUR CREDIT CARD ON FILE. IF WE ARE UNABLE TO COLLECT FUNDS and WE HAVE NOT RECEIVED YOUR PAYMENT BY THE 30th OF THE MONTH, WE WILL NO LONGER SERVICE YOUR POOL AND YOUR ACCOUNT MAY BE SENT TO COLLECTIONS. If there is a lapse in your service due to a late payment over 30 days, we will not be responsible for the condition of the pool. If payment is made and service is reestablished (at our discretion), we will remove your account from collections if necessary and you may be charged for any additional chemicals needed to bring the pool back to maintainable standards.

If we do NOT receive your payment by the 10th of the month on three or more occasions, or your service lapses due to non-payment, your monthly service rate may be increased.

Returned Checks:

If you choose to pay by check and it is returned to us for insufficient funds, we will charge a returned check fee of \$35. If this occurs more than twice within a calendar year, we will no longer be able to accept payment from you by check.

Payment Options:

We want to make paying your bill as easy as possible. We accept all major credit cards for payment and offer online payments through Paypal on our website at www.allegiancepools.com. In addition, we offer automatic payment upon request.

Watch your statement:

One of the ways we communicate with you is through our monthly billing statements. Important service information and valuable money saving coupons are often included in them. If you ever have a question about something you see in your monthly statement, just give us a call.

Communication

Good communication is the key to keeping your pool running smoothly. We are only able to see your pool once a week, so we cannot rectify problems we are unaware of. In addition, since many factors can influence the chemical balance of the pool (heaters, debris, etc.) we need to know your habits as well. If you ever have any questions or concerns about your pool or equipment, don't hesitate to contact us.

Credit Card Policy

In an effort to protect ourselves, we require that we maintain on record for each customer a credit card that may be billed in the event of non-payment of an account over 10 days late. (see *Billing*) Our customers have the option of having this card billed automatically each month to ensure prompt payment and service. Our customer's information is always kept private and secure. (see *Privacy Policy*)

Green Pools/Mustard Algae

Even with regular maintenance, pools CAN turn green or experience minor algae problems. While this is typically due to debris of some kind being introduced to the water, there can be many reasons for this to happen. For any reason, this is a bad thing for pools and can lead to serious damage to equipment and the pool's surface. If for any reason your pool turns green or experiences problems with mustard algae, we will gladly take care of it for an additional cost to cover chemicals. However, one of the best ways to ensure that this does not happen is to keep debris out of the pool at all times, which will require your help. Remember, we can only service your pool once a week.

The cost for cleaning up a green pool would be set during a consultation with one of our technicians.

Black Algae:

Black Algae, although uncommon, is damaging to pool surfaces because unlike most other types of algae, it leaves a root in the plaster after it has been killed. It takes very harsh and expensive chemicals to get rid of it and we cannot guarantee it won't return.

The cost for cleaning up black algae will be set during a consultation with one of our technicians.

Heaters

One of the major factors that can cause chemical problems in your pool or spa is heat. If you use your pool or spa heater regularly, let us know and we'll keep it balanced for that. If you seldom use the heater, we plan on the water's normal temperature unless you tell us when you will be using it. Just give us a call and we will make sure the water can handle the added heat.

Landscapers

Part of our ability to maintain proper chemical levels in your pool require that large amounts of debris including grass and leaves be kept out of the pool as much as possible. Unfortunately, some landscaping companies can be discourteous when it comes to this fact around pools. Once we begin service on your pool, we ask that you contact your landscaping company to inform them and request that they be conscious of your pool. If we come behind a landscaping company to find a dirty pool, we will NOT be able to clean the pool or keep up appropriate chemical levels. This could cause your pool to experience problems with algae or turning green, which may incur additional expense for you.

Pets

Pet hair can cause MAJOR problems with your pool and equipment. If you choose to allow your pet(s) to use the pool, understand that it may incur additional cost to you for us to maintain.

If you have pets that are kept in the pool area, we cannot be liable for them. Remember that we must be able to get through any gates to allow us access to the pool and equipment. We will exercise as much care as possible to keep them in their areas, but will NOT force the animals to comply. We recommend that you keep all pets in an area where they cannot escape or run away when we are in your backyard.

NOTE: We will NOT service pools where pets are acting in an aggressive manner that may cause harm to our Technicians. If we are not able to service your pool due to an aggressive animal, you WILL be charged for service as normal.

Pool Parties

A pool party is a lot of fun, but keep in mind that the chemical balance in the water will be greatly affected by what goes in it. Having kids or friends over for a pool party is no problem, just let us know when you plan to do it and we'll help you with precautionary measures to keep problems from occurring.

Privacy Policy

We are committed to keeping our customer's information private and secure. We do not share or sell any of our customer's information to third parties and will never use our customer's information to solicit products or services other than for our own use.

Safety

You can rest at ease knowing that we will always be sure to keep your family's safety in mind. Each time we are in your backyard, our technicians will be sure all gates are closed and locked (if needed) regardless of how we find them. A note will always be left behind for you to know which services have been performed and we will typically leave your service note poolside, tucked under the skimmer lid. We are serious about safety, and we want to play a strong role in keeping kids and pets away from danger. For more information about kids and pool safety please visit our website at <http://www.allegiancepools.com> and click on the button for pool safety.

Service Calls

We are only in your backyard once a week, so we can't possibly know if anything unusual happens during the time when we are not there. If you notice any problems with your pool, PLEASE LET US KNOW. When you speak with your technician, he will likely be able to determine whether or not an emergency trip is necessary. If we need to come out and look at the pool, we typically charge a service fee of \$15 to cover fuel costs and the technician's time. If a major repair is needed, we will apply this fee to the cost of the repair. This fee is not intended to keep you from calling us. We want to know if something is out of the ordinary and we are aware that special circumstances do occur, so we will work with you as needed. Good communication is the key to preventing bigger problems down the road.

Removing Debris

Objects left in the pool can cause irreparable damage to the look and function of the pool. Even though you use a pool company, you still share in the responsibility to keep leaves, grass, rocks, toys and other debris out of the pool. We are only able to service your pool once a week and need your help to keep it running smoothly. Taking this simple step will help to ensure a great pool ownership experience. Our Technicians will be glad to show you how to do this if you would like.

Wind/Dust/Monsoon Storms:

Here in Arizona we often experience high winds and dust associated with our storm systems, particularly in the summer months. As mentioned earlier, we are only able to service your pool once a week and cannot prevent these extreme conditions from affecting your pool and chemical balance. The best way for you to keep a clean pool despite these conditions is for you to help us to help you by removing debris from your pool as often as you can. *NOTE: Leaving large debris in your pool can cause damage to the pool and its equipment such as rust spots and plaster scars that may be irreparable.*

Help us to help you by keeping debris such as grass rocks and pool toys out of your pool. If we work together, your pool should look great and function well for years down the road.

Repair Authorization

Pool equipment will eventually deteriorate over time, and with our harsh desert climate, there will be an inevitable need to perform repairs and maintenance on your equipment from time to time. This is why we require a minimum monthly repair approval of \$25 from you for things like: baskets, chlorine floaters, o-rings, backwash hose, skimmer lids, some cleaner parts, etc. Other more extensive equipment parts and repairs such as filters, pumps, backwash valves, Jandy valves and plumbing are services that we can provide at an additional cost.

Running Your Pump

In order to keep your pool and equipment running it's best, we require that your pool pump run for at least 6-8 hours each day (depending on pool size). Larger pools may require additional time.

NOTE: If you choose to run your pump for less than the time we recommend, we WILL NOT be responsible for the condition of the pool and equipment, chemical balance or overall cleanliness.

Vacation/Time Off

Our billing is sent out as a monthly bill for 4 weeks of service per month, so you are being billed for 48 weeks in each year, even though some months have more than 4 weeks. Since there are 52 weeks in a year, our technicians may choose take time off up to 4 weeks during the year. If your technician is to be gone and not able to service your pool, you will be notified ahead of time in your monthly statement. When this occurs, we will always be sure to increase the level of chemicals to compensate for missing service time. Generally, time off will be taken during the cooler months. Since this time is NOT being billed to you, we cannot be solely responsible for the condition of the pool upon our return. In most cases, we will not leave your pool without service for more than one week at a time and when you are notified we will also send you instructions for general maintenance while we are gone. If your pool turns green or experiences major problems during this time, we will work with you at our discretion to bring it back.

NOTE: By following the instructions given to you at the time of notification, it is likely that you will not experience any of these problems. Help us to help you.

Water Chemistry

Swimming pools and spas are in a simple way, small stagnant ponds and can only remain beautiful and clean because of the chemicals that are routinely added to the water along with a consistent schedule for running the filter and regular cleaning. Because these chemicals are in place to "react" to the molecular balance of ordinary water, problems can arise for various reasons. On a weekly basis, we check the chlorine and overall pH balance of the pool and adjust it as needed. On a periodic basis, sometimes yearly or as needed, we will have your water tested for overall chlorine, total alkalinity, hardness, calcium and any other factors necessary to long-term maintenance.

If problems begin to occur with chemical levels or if a test reveals a need for major adjustment, we will contact you to discuss options to remedy the problem. If you suspect problems you're your pool's chemical balance, PLEASE CONTACT US FIRST so that we are aware of the situation. While many pool supply companies offer free water testing, most of them are not full-time service technicians and often make a larger issue out of a poor chemical balance than necessary so that they can sell you expensive chemicals to fix the problem. There are many simple methods to correct chemical problems in pools other than expensive, harsh chemicals. Once again, if you feel that you are having problems with the chemical balance in your pool, just let us know and we'll work to get it under control.