

Name _____	Soc. Sec. # (if requesting credit) _____	Mapsco _____	Home Phone _____
Address _____		E-mail _____	
Wk Phone (his) _____	Wk Phone (hers) _____	Cell / pager (his) _____	Cell / pager (hers) _____

Service instructions & notes:

Payment Terms (select one below):
 ___ Auto-Charge Please charge my service to my credit card on the 1st of the month and any repairs upon completion.
 ___ Auto-Debit Please draft my service from my bank account on the 1st of the month and any repairs upon completion.
All billing (invoices and monthly statements are processed via E-billing).

We hereby propose to provide weekly pool service at the above address for \$_____ per month. Applicable sales tax will be added. A nominal fuel surcharge fee may be added to the monthly service invoice based on current gas prices.

- The following is included in weekly service:
- Vacuum or leafmaster the pool on each visit and net surface.
 - Test and adjust the water chemistry for chlorine, pH, total alkalinity, calcium hardness, stabilizer, and salt (if applicable).
 - Empty traps and skimmers, empty poolsweep, backwash filter as needed. Filter cleans are not included in monthly service and additional charges apply.
 - Brush tile, walls, steps, and floors as needed (calcium removal from tile is additional).
 - Add water to the pool while on site. Water will be added as a courtesy. (See #2 below for additional details.)
 - Leave a note after each visit detailing work done and problems noted.

- The following terms and conditions apply to the service:
1. **Safety Issues** The homeowner/resident is responsible to maintain code compliance with the city on issues such as fencing and gates, backwash/waste lines, and all other applicable safety issues.
 2. **Water Level** If water is needed, we will add water while on site and will turn it off when we leave. It is the homeowners responsibility to maintain proper water levels.
 3. **Chemicals** All basic chemicals are included and stored on our vehicles. All algaecides, colored plaster treatment chemicals, and phosphate removers will be charged extra and will be invoiced separately.
 4. **Payment Terms** Cleaning Service is billed at the beginning of the month for that current service month and must be paid by the end of that current month in order to insure uninterrupted service. Any unpaid invoices will result in suspension or cancellation of service. All repairs invoices are due upon completion. A late fee (if not paid within 10 days) may be assessed per invoice per month in the amount of 2% (min. \$2.00).
 5. **Rain and Freeze Visits** In the event of rain or freezing temperatures below 35 degrees, we will perform a chemicals and equipment check only. No refunds will be given for this type of visit.
 6. **Lockouts** If our service tech is locked out on the normal day of service, you are still responsible for 50% of that days visit.
 7. **Termination** Service may be terminated at will by either party with no advance notice. However, service is billed at an annualized price. If you need service for summer months only, your monthly billing may increase.
 8. **Pets** The homeowner/resident is responsible to contain and restrain their pets.
 9. **Additional Cleanup Charges** In the event that the pool is unusually dirty at time of service is started or in the event that the pool receives excessive debris and/or dirt load due to landscaping or poor draining, there will be an additional charge of \$85 per hour for each hour over the normal time.
 10. **Customer Satisfaction** Our goal is your complete satisfaction. In the event that a job is not satisfactorily completed, it is the customers responsibility to notify Tropix Pools within 7 days (preferably sooner), so that we can look into the matter and resolve it quickly.
 11. **Repairs** We are happy to perform all repairs and remodeling. Call us for a free quote. Our labor charge to dispatch a technician to your pool for repairs is \$85 per hour. For our weekly cleaning service customers there is no charge for troubleshooting prior to the repair. All repair invoices are due upon completion. Any repairs over \$1,000 require a 50% deposit before work can begin.

Respectfully submitted by Tropix Pools Date _____ Signature _____

The above prices and specifications are satisfactory and are hereby accepted. I hereby authorize you to do the work and agree to pay according to the terms outlined in this agreement.
 Date _____ Customer Signature _____

REV: 11/2011