



# HomeBridge Canada Inc.

## Heating & Air Conditioning

Preventative Maintenance Programs ▪ 24 Hr Priority Service ▪ Sales ▪ Hydronics ▪ Ductwork

### GENERAL TERMS AND CONDITIONS

**TERMS OF PLAN** – Membership entitlements for any HomeCARE+ Protection and Maintenance Membership include those outlined in the Terms of Coverage; and coverage will commence 10 days after the receipt of the Enrollment documentation and a “Member Date” assigned. All Memberships premiums are based on 12-month commitments.

**RENEWAL OF YOUR PLAN** – All Membership renew annually on the anniversary of your Member Date, unless prior written notice is given 30 days in advance or notice of Membership cancellation has been provided.

**PLAN COVERAGE** – Membership Entitlements and equipment coverage apply to Residential equipment only; installed in a residential dwelling [House, Condo, Modular Home, etc.] and equipment must be easily accessible to technicians.

**PLAN CANCELLATION** – Membership Entitlements and equipment coverage may be cancelled at any time without written notice and with immediate effect, at the discretion of HomeBridge Canada and its’ technicians. The balance of any premiums due, up to and including the minimum 12-month commitment will be billed in full and subject to any interest accrued. Members opting to cancel their Membership must provide written notice via email or mail at minimum (30) days prior to their Member Date renewal and will forfeit any accrued Member Benefits and all future earnings.

**MOVING** – If the event of a move, Membership Entitlements can be transferred from one address to another provided the new property address is within our Service Area; and installed equipment is eligible for coverage.

Note: Only (1) Precision Tune-Up may be performed, per 12-month commitment period.

**PAYING FOR YOUR PLAN** – HomeCARE+ Membership premiums are billed in monthly installments, and subject to HST and charged to the provided Visa or MasterCard upon enrollment. “Late payment fees” will apply to overdue accounts and calculated at a rate of 2% per month and maximum 24% per annum. Delinquent accounts forfeit all Membership Entitlements and accrued Member Benefits and all future earnings.

**OUR REFUND POLICY** - Following the Consumer Protection Act, should you cancel your Membership within the first 10 days or “Cooling Off Period” a full refund will be issued less a \$25 dollar Admin Fee and written notice required.

**MODIFICATION OF TERMS AND CONDITIONS** – HomeBridge Canada reserves the right to modify the Terms and Conditions of the Membership, including monthly premiums and Membership Entitlements at any time, provided notice is given at minimum 30 days prior to subsequent premiums and/or renewal of 12-month commitment period.

**DIAGNOSIS AND LIABILITY** – HomeBridge Canada and its technicians will diagnose to the best of their ability, any service related issue during the initial visit and perform any necessary repairs following the terms of the Membership, provided all equipment is deemed appropriate for residential use, properly installed, easily accessible and located within a safe and sanitary work environment.

HomeBridge Canada is not liable for any losses or damages caused by faulty parts, delays in repairs or misdiagnosis. Our sole liability will be to provide additional replacement parts as deemed necessary to rectify the equipment breakdown excluding any and all parts outlined under Exclusions.

HomeBridge Canada, will under no circumstance reimburse for any repairs performed by other trades.

HomeBridge Canada, to the best of their ability will source suitable replacement parts; however, are limited to availability. In the event parts are no longer available, HomeBridge Canada is not liable for equipment replacement or any further repairs. Under these circumstances, a Membership may be cancelled, and all Membership Entitlements forfeited.



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### EXCLUSIONS

All HomeCARE+ Memberships do not apply to commercial equipment, residential equipment used in commercial settings or the costs to repair, diagnose or service commercial equipment.

HomeBridge Canada is not deemed responsible to perform repairs under the Membership Entitlement, caused by neglect, lack of maintenance, tampering, unauthorized repairs, abuse, accidental or deliberate damage, weather conditions, fire, flood, earthquake, power surge, acts of war, faulty thermostats, blown electrical circuit, breakers and fuses, improper equipment sizing, renovations or construction, household conditions, pre-existing defects or deficiencies, and reserve the right to enforce our Service labour rates.

HomeBridge Canada is not responsible for any repairs or alterations required as a result of any work performed in connection to the HomeCARE+ Membership, including drywall, paint, flooring, tile, cabinetry or any other structural or cosmetic defects.

HomeBridge Canada is not required to perform heat exchanger flushing and additional equipment cleaning due to improper maintenance or insufficient care, prior to Membership enrollment and reserves the right to charge Service labour rate.

HomeBridge Canada is not responsible to perform repairs where building or other code violations are discovered during diagnosis or any repairs. Any additional costs or expense to comply with code requirements is the sole responsibility of the Member and fall beyond the Membership Entitlements and Equipment Coverage.

HomeBridge Canada reserves the rights to refuse service to any Member that involves hazardous or toxic material, lead, asbestos, disposal of refrigerants and any other contaminants.

HomeBridge Canada and its authorized technicians reserve the right to deem your equipment ineligible for service for any reason; and may cancel your Membership at any time without written notice. In the event a refund is deemed acceptable and proving no Member Benefits were used within the 12-month commitment period, no refund shall exceed the equivalent value of 12 premium payments of the selected HomeCARE+ Membership.

### HomeCARE+ NEW EQUIPMENT PURCHASE CREDIT

MEMBERSHIP DURATION	YEARS 0 - 5	YEARS 6 - 10	YEARS 10 +
NEW EQUIPMENT CREDIT	\$100 per year up to \$500.00 off one unit of equipment	An additional \$100 per year up to \$1,000, a maximum of \$500 off each unit	An additional \$100 per year up to \$1,500, a maximum of \$500 off each unit

### TERMS & CONDITIONS

1. Allowable equipment discount is limited to \$500 per (1) furnace, (1) air conditioner or (1) hot water product, to a maximum discount of \$1500 dollars before tax, on the single purchase of (3) units of equipment.
2. Applies only to eligible Daikin, Trane & Navien products, unless otherwise approved by HomeBridge Canada.
3. Discounts cannot be combined with any other promotional offer, unless otherwise stated by HomeBridge Canada.
4. No Cash Value; and cannot be used towards other products or services offered by HomeBridge Canada.
5. Active HomeCARE+ Membership Required. Suspended or cancelled accounts forfeit Membership Entitlements.