



Name:		Email:	
Address:		Phone:	

Start of Agreement	
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Included in Service Contract Agreement:

- 12 Service calls- one per month
- 10% off all products
- In October we can cover your water feature with a leaf net. Nets may be purchased from P.O.C. at additional cost.

Inspection of:

Pump/electrical service

Clean underwater lights

Plumbing and leaks

Auto-fill

Add algae controls as needed

Add clarity bacteria

Clean pump filter

Prune and remove dead foliage

Cover exposed liner

Remove debris from feature

Fertilize plants during growing season

Inspect Ionizer

Not Included in Service Agreement:

- Clean out of water feature - If a homeowner requests a clean out and it is done during a regular monthly visit, you will receive a 30% discount off the clean out and charged for that month's VIP service.
- Products such as bacteria, filters, and ionizer probes. These materials will be billed to the homeowner as needed with your 10% VIP Discount. Bacteria will be kept at the homeowner's dwelling for as needed use. When supply runs out, the product will be replaced and billed to the customer unless other arrangements are made in advance. Any repair work needed as a result of above inspections will be an additional charge. Pondscapes of Charlotte LLC will submit a work order to the homeowner for approval prior to commencement of any repair work.

Other Information:

- We make every effort to service our VIP customers within the same time frame every month. However, please be aware certain factors may affect our ability to do so, such as weather, holidays and other unforeseeable events. We appreciate your understanding.
- Although we take extra care to keep your fish safe and free of harm we cannot guarantee their health or safety. In Spring the immune systems of your fish are at their weakest and they are most vulnerable to disease, stress, injury or other physical illnesses, even death. Therefore, Pondscapes of Charlotte, LLC does not, at any time, take responsibility for the health or safety of your fish and will not be held liable or negligent for the health, safety or physical well being of your fish.
- While the service contract is designed to provide a large part of your water feature's overall maintenance, to keep it looking its best, some general homeowner maintenance may be required between visits.

Monthly	or	Prepay (one year in advance 5% discount)
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Print Name:	Signature:	Date:
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