

## Terms and Conditions for West Coast Plumbing LLC

**GENERAL TERMS AND CONDITIONS SUMMARY** These are the general Terms and Conditions for services provided by West Coast Plumbing LLC. Depending on the circumstances, modifications may be made to these Terms and Conditions. These Terms and Conditions are subject to change at any time without prior notice. We strongly advise that you review these Terms and Conditions before contracting our services.

**SCOPE OF AGREEMENT** This agreement represents the entire and integrated agreement between the CUSTOMER and West Coast Plumbing LLC. It supersedes all prior negotiations, representations, or agreements, whether oral or written. This agreement may be amended only by a written instrument provided by West Coast Plumbing LLC and accepted by the CUSTOMER.

**GE Water Heater Owners:** Due to manufacturing and design issues, West Coast Plumbing LLC does not repair or replace parts on General Electric (GE) Water Heaters. We also do not provide services for Area Drains, Patio Drains, Deck Drains, Pool Drains, Roof Drains, Yard Drains, and Rain Gutters. We apologize for any inconvenience this may cause. If you own a GE Water Heater that needs servicing, we recommend replacing the unit with a fully warranted model, which will be serviced by West Coast Plumbing LLC.

**Drains and Stoppages:** West Coast Plumbing LLC does not clean any drain or sewer lines via a roof vent. If caustic chemicals have been used within 72 hours of our visit, there will be an additional charge for drain cleaning. **Height Restrictions:** Services are limited to the 1st or 2nd floor of multi-story buildings. We do not provide services to buildings taller than ten stories. We apologize for any inconvenience this may cause.

**LIMITED WARRANTY** West Coast Plumbing LLC warrants its materials and workmanship to be free from defects for one year after completion, unless otherwise specified in writing. This warranty does not cover damages caused by misuse, negligence, or acts of God, including earthquakes. There is no warranty for drain cleaning or refrigerant leaks. If a manufacturer provides a warranty, it supersedes West Coast Plumbing LLC's warranty. This warranty is the only warranty provided by West Coast Plumbing LLC to the CUSTOMER and is in lieu of all other warranties, both expressed and implied.

**UNFORESEEN CONDITIONS** If concealed or unknown physical conditions arise at the job site that differ materially from what was visually ascertained, the CUSTOMER agrees to accept responsibility for these conditions. The CUSTOMER also agrees to pay for any labor, materials, and repairs caused by such conditions. West Coast Plumbing LLC is not

responsible for investigating asbestos or hazardous materials on the property. If such materials are discovered, all work will cease until the CUSTOMER, at their own expense, removes these materials in compliance with applicable laws. The CUSTOMER agrees to hold West Coast Plumbing LLC harmless and indemnifies the company and its employees from any claims, damages, or losses arising from unforeseen conditions or hazardous material issues.

**Maintenance Visits and Damage Mitigation:** If a maintenance visit is missed due to either the CUSTOMER or West Coast Plumbing LLC, the monetary value of the visit will not exceed the cost of the maintenance agreement. West Coast Plumbing LLC is not responsible for water or other damage resulting from delays or defects in responding to the warranty. The CUSTOMER must take reasonable steps to mitigate any damages.

**RECOMMENDATION NOT PERFORMED** If the CUSTOMER declines recommended options, West Coast Plumbing LLC is not liable for any failures that occur as a result. If a drain cleaning cable becomes stuck, the CUSTOMER is responsible for its removal or any additional repairs required. In the event of a sewage spill, including hazardous materials, the CUSTOMER is responsible for the clean-up costs.

**PAYMENT TERMS** All work is performed on a fixed UP-FRONT PRICE basis, which includes materials, taxes, and labor. NO BREAKDOWN WILL BE PROVIDED. Payment is due immediately upon completion of the work. The CUSTOMER agrees that no deductions will be made from payments due to West Coast Plumbing LLC for penalties, damages, or back charges. Non-payment for services will result in the immediate termination of work. West Coast Plumbing LLC will be entitled to reasonable expenses, including labor, materials, overhead, and profit, in the event of work termination for non-payment.

**LICENSE, PERMITS, FEES** The CUSTOMER is responsible for furnishing and paying all taxes, permits, and license fees required to legally perform the repair work as outlined in this Agreement. The CUSTOMER must provide access to property for necessary authorities within a reasonable time. If additional work is required by the administrative authority, the CUSTOMER is responsible for those costs, and West Coast Plumbing LLC will provide an UP-FRONT PRICE for any such additional work.

**IN CASE OF DISPUTE** In the event of a dispute, the CUSTOMER agrees that West Coast Plumbing LLC may terminate work immediately. West Coast Plumbing LLC will be entitled to payment for all services rendered up to that point, including labor, materials, overhead, and profit. In the event of cancellation by the CUSTOMER after the contract is signed, a minimum fee of 10% or \$1,000 (whichever is less) will apply. If the CUSTOMER cancels

after work has commenced, West Coast Plumbing LLC is entitled to 10% or payment for work performed, whichever is more.

**NOTICE OF DEFECTIVE WORK** Upon completion of the work, the CUSTOMER agrees to inspect the work for any defects in workmanship or materials. If defects are found, the CUSTOMER must notify West Coast Plumbing LLC within 48 hours. The CUSTOMER must give West Coast Plumbing LLC the first opportunity to repair any defective work. Failure to do so will void all warranties. The CUSTOMER agrees not to withhold any payments for allegedly defective work.

**LIMITATIONS OF WORK** West Coast Plumbing LLC is not responsible for any work outside the scope of the agreement, including but not limited to carpentry, wall work, tile work, landscaping, masonry, flooring, roofing, or paving, unless otherwise specified. Paint, plaster, stucco, and landscaping are not included in the up-front price and are the responsibility of the CUSTOMER.

**TEXT MESSAGE COMMUNICATION - TERMS AND CONDITIONS** West Coast Plumbing LLC may use text messaging to communicate with customers regarding service updates, appointment reminders, and important notifications. By providing your phone number, you consent to receive text messages from West Coast Plumbing LLC and its third-party service provider.

Message frequency may vary based on service needs and interactions. Standard message and data rates may apply as per your mobile carrier's policy. For assistance, text HELP for support. To opt out of all text communications, text STOP at any time, and no further messages will be sent. West Coast Plumbing LLC is not responsible for any delays, miscommunications, or service interruptions related to text messaging. By opting into text message communications, you acknowledge that message delivery is not guaranteed and that you assume all risks associated with this form of communication.

By engaging West Coast Plumbing LLC, you agree to these Terms and Conditions.