

## General Conditions

1. Automatic delivery and a 500 gallon minimum of oil is required to purchase any of our service plans.
2. Service plans do not cover any pre-existing conditions. Your heating system must be in good working condition prior to the plan taking affect. Our licensed team of technicians will determine and review the condition of your heating equipment with you.
3. An annual tune-up will be performed once during the term of this agreement, during normal working hours. It is your responsibility to arrange an appointment for this service. Your right to this annual service expires at the end of each covered year. We will not issue any credit if this is not preformed nor will we carry over this right to any following year.
4. Labor is only covered for the repair and replacement of covered parts.
5. This agreement does not cover any special order or obsolete parts which are available through normal purchasing or non-stock items.
6. All of these parts that are listed on this agreement will be replaced with equivalent parts. Any upgrade or changes will be billed accordingly.
7. St. Pierre Oil Co., Inc. has the right to terminate any plan listed on this agreement due to a delinquent account or equipment that is below standard, has not been maintained or that has work done to it by a third party.
8. The customer is responsible for providing a clean work area around the equipment. Damage to personal property in the work area is not covered under this plan.
9. All service plans are transferable if the homeowner sells there home and the new owner remains on auto delivery. Service plans are not refundable.

### **Our service plans do not cover labor or parts for any of the following:**

1. Damage caused by fire, flood, vandalism, storms, power outages, acts of god, terrorism, strikes, embargos, insufficient fuel special order or non-stock parts or any other cause beyond the control of St. Pierre Oil Co., Inc.
2. St. Pierre Oil Co., Inc. will not be responsible for any hazardous material found on the property.
3. Concealed or buried parts that are not accessible.
4. Damage due to pipes freezing. It is the responsibility of the customer to monitor the status of their heating system.
5. Specialty parts such as ECM motors or any part on a non- standard residential burner.
6. Any parts that are obsolete, that have been neglected or misused.
7. Non-Technical repairs such as re-setting circuit breakers, changing fuses, adjusting thermostats or turning on emergency or service switches.
8. Equipment or parts unrelated to your heating or hot water systems such as air conditioning.
9. Problems due to poor ventilation such as inadequate air supply to the burner caused by excessive clutter, dust, dirt, hair or lint in the vicinity of the equipment.
10. If your heating system has been denied fuel due to broken or plugged lines, water or sludge in your oil tank.
11. Any covered parts that have been damaged due to water.
12. Any damage done by frozen or broken pipes of any type.