



John Moore Services
 10005 W. Sam Houston Pkwy. N., Suite 200
 Houston, TX 77064
 Toll Free: 1-877-730-2525

Estimate 524759017
Job 523843316
Estimate Date 3/16/2022
Customer PO

**Plumbing. Air Conditioning. Heating.
 Pest Control. Lawn Treatment. Remodeling.
 Roof Replacement & Repair.**

Billing Address
 Karen Ganshirt
 16111 Elm Point Court
 Houston, TX 77095 United States

Job Address
 Karen Ganshirt
 16111 Elm Point Court
 Houston, TX 77095 United States

Estimate Details

Platinum pco uv light

Task #	Description	Quantity	Your Price	Your Total
AAQT96	Platinum PCO Non-Ozone Air Purifier Installed by Tech. 2-Year Parts and Labor Limited Warranty. See terms and conditions for details.	1.00	\$1,614.99	\$1,614.99

Member Savings	\$85.00
Sub-Total	\$1,614.99
Tax	\$0.00
Total	\$1,614.99

Regulated by the Texas Department of Licensing and Regulation P.O. Box 12157 Austin, TX 78711 1-800-803-9202, 512-463-6599; website: www.license.state.tx.us/complaints TACLB38048E Texas State Board of Plumbing Examiners 929 East 41st Street P.O. Box 4200, Austin, TX 78765 (512) 458-2145 Joseph Bany M-38638 / TPCL11201 / TECL22839

I understand and agree to these Terms and Conditions and Limited Express Warranty for Repairs: Terms and Conditions

With the current proliferation of litigation and work-related claims, particularly with respect to mold infestation, economic reality prevents John Moore LP ("JMoore") from being paid a relatively small payment for work and services provided to its customers while incurring the risk of huge liabilities for such work. Accordingly, JMoore can only permit the work and services provided in this work order ("Work Order") subject to the Terms and Conditions and the Limited Express Warranty for Repairs below.

TERMS AND CONDITIONS

It is agreed that John Moore LP is not responsible for the following:

1. Damage caused to the customer's property as a result of obtaining access to and exposing plumbing and drainage systems.
2. Additional plumbing work beyond that specifically mentioned in the estimate and proposal including, but not limited to, that which may be required because of pre-existing code violations or additional work revealed to be necessary as a result of performing the specified work.
3. Any repairs, installation, removal or replacement of non-service items or activities including but not limited to, concrete, paving, asphalt slabs, sidewalks, driveways, patios, pools, shrubbery, grass lawns, fences, electrical wiring and fixtures, painting, decorations, plastering, Sheetrock and other wall coverings, glass, carpentry, millwork, cabinets, floors, carpeting, floor surfaces and preparation, roofing, flashing, sheet metal, gutters, downspouts, brick, stonework, extension walls, steel and other framework.
4. Damage caused to customer's plumbing system by sewer and drain cleaning equipment when such is caused by pre-existing defects in such plumbing system.
5. Pre-existing defective conditions, including but not limited to: defective roofing, improperly changed systems, faulty air movement, and electrical defects.

Customer accepts full responsibility for the prompt payment of all costs of this agreement even though customer may intend to obtain reimbursement from others such as landlords, tenants and insurance companies.

This written Work Order, including the Terms and Conditions, the Limited Warranty, and, if applicable, Supplement "A" and/or Supplement "B" to the Work Order, is intended to be a complete and exclusive statement of the terms and provisions of the agreement between the parties hereto, and verbal understandings and agreements with JMoore representatives shall not be binding unless set forth herein.

LIMITED EXPRESS WARRANTY FOR REPAIRS

This limited express warranty is only for the labor costs associated with the repair of equipment sold and installed by John Moore LP. See the manufacturer's warranty details for equipment parts coverage.

Customer agrees to the following terms and conditions:

TERM: The term for this limited express warranty for repairs starts on the DATE of the installation to be covered by this warranty. Warranty protection is for the term indicated on the purchase invoice. At the sole discretion of John Moore LP, this warranty may expire upon replacement of any equipment or part covered under the warranty, or upon change in ownership or control of the equipment or structure housing covered equipment.

TRANSFER: This limited express warranty covers the owner of the owner-occupied residence as of the effective date above and his/her spouse. The agreement is good only for the original customer at the residence at which the equipment is originally installed. The agreement is NOT transferable to any other owner or any other location.

COVERAGE: Coverage is only for the repair of equipment sold and installed by John Moore LP as described in the original work invoice (installed and used in accordance with manufacturer's specifications in residential homes ONLY). If the covered manufactured equipment or internal functioning parts fail due to a mechanical or electrical breakdown during the warranty period, John Moore LP will perform repairs, and, if necessary, furnish an applicable replacement part of like kind and comparable model, subject to the terms and conditions of this limited express warranty and the manufacturer's warranty for parts. This limited express warranty does NOT cover repairs to equipment owned by the customer before the installation of equipment by John Moore LP. Further, this limited express warranty does NOT cover any equipment failures due to a manufacturing defect. John Moore LP does not guarantee that the material or workmanship of equipment supplied by the manufacturer is free of defect.

CUSTOMER'S RESPONSIBILITY: In order to keep this limited express warranty for repairs valid, customer must have all applicable equipment (water heaters, HVAC, electrical panels) serviced and maintained at least once annually by John Moore LP plus repairs completed as recommended. Customer must keep maintenance records validated by John Moore LP, or keep receipts showing dates and service performed. This warranty does not cover any labor expenses for annual maintenance. All such labor expenses are customer's responsibility. The customer agrees to notify John Moore LP of any unusual operating conditions or unsatisfactory operating status for any covered equipment/component or this limited express warranty may be voided. The customer is solely responsible for registering any applicable equipment with the manufacturer.

CLAIM SUBMISSION. To schedule inspection and diagnose to determine that the failure is covered by this Agreement, Customer must call John Moore LP during regular business hours, which are subject to change based on time of year.

AUTHORIZED SERVICE. Customer cannot attempt to service the equipment him/herself or allow any service company other than John Moore LP to work on the covered equipment, unless John Moore LP consents to the work in writing. Unauthorized service on the equipment will VOID the warranty coverage.

LOCATION OF SERVICE. Service will be provided only at the address indicated on Customer's purchase invoice for the product or work covered.

SCHEDULING OF SERVICE. The scheduling of the service outlined in this limited express warranty is the sole responsibility of the customer. The services outlined in this warranty will be performed during regular business hours, which are subject to change based on time of year.

EXCLUSIONS: Environmental or weather conditions outside of manufacturer specifications, fire, shifting soil, or other acts of God (including but not limited to lightning strikes, flooding, and wind damage). Modification, abuse, negligence, misuse of equipment or unit. Equipment listed must be used for its sole purpose (i.e., water heater to heat water, furnace to heat air, etc.). Appearance: Features, aesthetics, paint and cabinet parts, knobs, and buttons. Unintended use, abuse, and accidental damages: Consequential or otherwise caused by rust, oxidation, brownouts, corrosion. Use of equipment for purposes or in locations not normally intended, or if covered equipment is moved from its original installation location in the original home. Wiring/Electrical: Low or high voltage wiring external of unit, fuses, breakers. Loss of efficiency: Due to normal wear and tear, overrated capacities, modifications, or poor water conditions. Connections points: Does not include connections points, only the pipes and fittings. Lack of maintenance, vandalism, power surges, rodent activity. Non-maintainable or wearable components, including but not limited to T&P valves, flappers, cartridges, gaskets, fill valves, supply lines, angle stops, shut-off valves, capacitors, contactors, receptacles, switches, and existing light fixtures. Abnormal wear and tear caused by outside factors, such as foreign debris, sand, dirt, metal flakes. Accessories or add-ons: Failure due to defects or damage caused by the use of any attachment, including energy saving device, not authorized by the manufacturer and John Moore LP. Service Delay or Failure: Due to Acts of God, war, governmental regulations, or other causes beyond the direct control of John Moore LP. Geographic Limitations: Coverage under this contract is limited to John Moore LP's regular geographic service area at the time of the claim for repair. Unavailable Parts: John Moore LP is excused from coverage should parts needed to implement repairs become unavailable. Change in Regulations: John Moore LP is excused from coverage in the event that any applicable governing body implements any new or revised rules or laws that require additional/revised servicing or replacement of equipment.

LIMITATION OF LIABILITY

There are no warranties that extend beyond the description on the face hereof. Disclaimed warranties include, but are not limited to, express warranties outside this limited express warranty, the implied warranty of merchantability, and all implied warranties for fitness for a particular purpose.

INCIDENTAL/CONSEQUENTIAL DAMAGES: John Moore LP will not be held liable for consequential or incidental damages related to the breach of limited express warranty or related to the electrical or mechanical breakdown of equipment covered by this limited express warranty, except in the event of personal injury to a consumer, as defined by Texas law.

MEDIATION: If a dispute arises out of or relates to this contract or limited warranty, or the breach thereof, and if the dispute cannot be settled through negotiation, the parties first agree to try in good

faith to settle the dispute by mediation administered by the American Arbitration Association under its Commercial Mediation Rules before resorting to arbitration, or some other dispute resolution procedure.

This mediation clause survives the termination of this contract and limited warranty.

No action arising out of any claimed breach of this limited express warranty may be brought by a customer more than two (2) years after the cause of action has arisen.

GOVERNING LAW: This limited express warranty shall be interpreted in accordance with the laws of the State of Texas.

SEVERABILITY AND CONSTRUCTION: This limited express warranty shall be interpreted in such a manner as to be valid and enforceable and to effectuate the intent of the parties. If any provision of this warranty is held invalid, illegal, or unenforceable, the invalidity, illegality or unenforceability of such provision shall not affect in any way whatsoever the remaining provisions of this warranty.

BINDING EFFECT: Upon execution, the limited express warranty shall become binding on John Moore LP, as well as the customer.

This warranty gives you specific legal rights. To obtain services or information under this warranty, purchaser should contact John Moore LP by mail or telephone at:

John Moore LP www.johnmooreservices.com 10005 W. Sam Houston Parkway North Suite 200 Houston, Texas 77064 (281) 949-5353

* 17.99% APR and fixed monthly payments equal to 2.54% of the unpaid balance of cash price (Line 3) on the Old Union Finance Retail Charge Authorization until paid in full. Estimated payoff period is 60 months. Subject to credit approval.



John Moore Services
 10005 W. Sam Houston Pkwy. N., Suite 200
 Houston, TX 77064
 Toll Free: 1-877-730-2525

Estimate 524731787
 Job 523843316
 Estimate Date 3/16/2022
 Customer PO

Plumbing. Air Conditioning. Heating.
 Pest Control. Lawn Treatment. Remodeling.
 Roof Replacement & Repair.

Billing Address
 Karen Ganshirt
 16111 Elm Point Court
 Houston, TX 77095 United States

Job Address
 Karen Ganshirt
 16111 Elm Point Court
 Houston, TX 77095 United States

Estimate Details

Duct cleaning

Task #	Description	Quantity	Your Price	Your Total
DCDSV23	Duct Cleaning and DSV treatment (1 to 10 Runs)	1.00	\$1,169.99	\$1,169.99
DCDSV20	Duct Cleaning and DSV treatment (per Run). 1-Year Parts and Labor Limited Warranty. See terms and conditions for details.	4.00	\$98.99	\$395.96
SMEM1	"Save Moore" Essential Membership 1 System - Ongoing service agreement. Includes: 10% discount on Plumbing, Electric, and HVAC repairs (excludes replacement) and Pest Control services. 5% discount on Plumbing, Electric, and HVAC replacement. Up to 2 pre-paid annual HVAC tune-ups (A/C & Heating). Transferrable membership. Visit our membership page for more information - https://www.johnmooreservices.com/memberships/	1.00	\$149.00	\$149.00
ATMT78	CUSTOMER SUPPLIED THERMOSTAT. 2-Year Labor Limited Warranty on Installation of Thermostat. See terms and conditions for details.	1.00	\$161.49	\$161.49

Member Savings \$182.50
Sub-Total \$1,876.44
Tax \$0.00
Total \$1,876.44

Regulated by the Texas Department of Licensing and Regulation P.O. Box 12157 Austin, TX 78711 1-800-803-9202, 512-463-6599; website: www.license.state.tx.us/complaints TACLB38048E Texas State Board of Plumbing Examiners 929 East 41st Street P.O. Box 4200, Austin, TX 78765 (512) 458-2145 Joseph Bany M-38638 / TPCL11201 / TECL22839

I understand and agree to these Terms and Conditions and Limited Express Warranty for Repairs: Terms and Conditions

3/16/2022

With the current proliferation of litigation and work-related claims, particularly with respect to mold infestation, economic reality prevents John Moore LP ("JMoore") from being paid a relatively small payment for work and services provided to its customers while incurring the risk of huge liabilities for such work. Accordingly, JMoore can only permit the work and services provided in this work order ("Work Order") subject to the Terms and Conditions and the Limited Express Warranty for Repairs below.

TERMS AND CONDITIONS

It is agreed that John Moore LP is not responsible for the following:

1. Damage caused to the customer's property as a result of obtaining access to and exposing plumbing and drainage systems.
2. Additional plumbing work beyond that specifically mentioned in the estimate and proposal including, but not limited to, that which may be required because of pre-existing code violations or additional work revealed to be necessary as a result of performing the specified work.
3. Any repairs, installation, removal or replacement of non-service items or activities including but not limited to, concrete, paving, asphalt slabs, sidewalks, driveways, patios, pools, shrubbery, grass lawns, fences, electrical wiring and fixtures, painting, decorations, plastering, Sheetrock and other wall coverings, glass, carpentry, millwork, cabinets, floors, carpeting, floor surfaces and preparation, roofing, flashing, sheet metal, gutters, downspouts, brick, stonework, extension walls, steel and other framework.
4. Damage caused to customer's plumbing system by sewer and drain cleaning equipment when such is caused by pre-existing defects in such plumbing system.
5. Pre-existing defective conditions, including but not limited to: defective roofing, improperly changed systems, faulty air movement, and electrical defects.

Customer accepts full responsibility for the prompt payment of all costs of this agreement even though customer may intend to obtain reimbursement from others such as landlords, tenants and insurance companies.

This written Work Order, including the Terms and Conditions, the Limited Warranty, and, if applicable, Supplement "A" and/or Supplement "B" to the Work Order, is intended to be a complete and exclusive statement of the terms and provisions of the agreement between the parties hereto, and verbal understandings and agreements with JMoore representatives shall not be binding unless set forth herein.

LIMITED EXPRESS WARRANTY FOR REPAIRS

This limited express warranty is only for the labor costs associated with the repair of equipment sold and installed by John Moore LP. See the manufacturer's warranty details for equipment parts coverage.

Customer agrees to the following terms and conditions:

TERM: The term for this limited express warranty for repairs starts on the DATE of the installation to be covered by this warranty. Warranty protection is for the term indicated on the purchase invoice. At the sole discretion of John Moore LP, this warranty may expire upon replacement of any equipment or part covered under the warranty, or upon change in ownership or control of the equipment or structure housing covered equipment.

TRANSFER: This limited express warranty covers the owner of the owner-occupied residence as of the effective date above and his/her spouse. The agreement is good only for the original customer at the residence at which the equipment is originally installed. The agreement is NOT transferable to any other owner or any other location.

COVERAGE: Coverage is only for the repair of equipment sold and installed by John Moore LP as described in the original work invoice (installed and used in accordance with manufacturer's specifications in residential homes ONLY). If the covered manufactured equipment or internal functioning parts fail due to a mechanical or electrical breakdown during the warranty period, John Moore LP will perform repairs, and, if necessary, furnish an applicable replacement part of like kind and comparable model, subject to the terms and conditions of this limited express warranty and the manufacturer's warranty for parts. This limited express warranty does NOT cover repairs to equipment owned by the customer before the installation of equipment by John Moore LP. Further, this limited express warranty does NOT cover any equipment failures due to a manufacturing defect. John Moore LP does not guarantee that the material or workmanship of equipment supplied by the manufacturer is free of defect.

CUSTOMER'S RESPONSIBILITY: In order to keep this limited express warranty for repairs valid, customer must have all applicable equipment (water heaters, HVAC, electrical panels) serviced and maintained at least once annually by John Moore LP plus repairs completed as recommended. Customer must keep maintenance records validated by John Moore LP, or keep receipts showing dates and service performed. This warranty does not cover any labor expenses for annual maintenance. All such labor expenses are customer's responsibility. The customer agrees to notify John Moore LP of any unusual operating conditions or unsatisfactory operating status for any covered equipment/component or this limited express warranty may be voided. The customer is solely responsible for registering any applicable equipment with the manufacturer.

CLAIM SUBMISSION. To schedule inspection and diagnose to determine that the failure is covered by this Agreement, Customer must call John Moore LP during regular business hours, which are subject to change based on time of year.

AUTHORIZED SERVICE. Customer cannot attempt to service the equipment him/herself or allow any service company other than John Moore LP to work on the covered equipment, unless John Moore LP consents to the work in writing. Unauthorized service on the equipment will VOID the warranty coverage.

LOCATION OF SERVICE. Service will be provided only at the address indicated on Customer's purchase invoice for the product or work covered.

SCHEDULING OF SERVICE. The scheduling of the service outlined in this limited express warranty is the sole responsibility of the customer. The services outlined in this warranty will be performed during regular business hours, which are subject to change based on time of year.

EXCLUSIONS: Environmental or weather conditions outside of manufacturer specifications, fire, shifting soil, or other acts of God (including but not limited to lightning strikes, flooding, and wind damage). Modification, abuse, negligence, misuse of equipment or unit. Equipment listed must be used for its sole purpose (i.e., water heater to heat water, furnace to heat air, etc.). Appearance: Features, aesthetics, paint and cabinet parts, knobs, and buttons. Unintended use, abuse, and accidental damages: Consequential or otherwise caused by rust, oxidation, brownouts, corrosion. Use of equipment for purposes or in locations not normally intended, or if covered equipment is moved from its original installation location in the original home. Wiring/Electrical: Low or high voltage wiring external of unit, fuses, breakers. Loss of efficiency: Due to normal wear and tear, overrated capacities, modifications, or poor water conditions. Connections points: Does not include connections points, only the pipes and fittings. Lack of maintenance, vandalism, power surges, rodent activity. Non-maintainable or wearable components, including but not limited to T&P valves, flappers, cartridges, gaskets, fill valves, supply lines, angle stops, shut-off valves, capacitors, contactors, receptacles, switches, and existing light fixtures. Abnormal wear and tear caused by outside factors, such as foreign debris, sand, dirt, metal flakes. Accessories or add-ons: Failure due to defects or damage caused by the use of any attachment, including energy saving device, not authorized by the manufacturer and John Moore LP. Service Delay or Failure: Due to Acts of God, war, governmental regulations, or other causes beyond the direct control of John Moore LP. Geographic Limitations: Coverage under this contract is limited to John Moore LP's regular geographic service area at the time of the claim for repair. Unavailable Parts: John Moore LP is excused from coverage should parts needed to implement repairs become unavailable. Change in Regulations: John Moore LP is excused from coverage in the event that any applicable governing body implements any new or revised rules or laws that require additional/revised servicing or replacement of equipment.

LIMITATION OF LIABILITY

There are no warranties that extend beyond the description on the face hereof. Disclaimed warranties include, but are not limited to, express warranties outside this limited express warranty, the implied warranty of merchantability, and all implied warranties for fitness for a particular purpose.

INCIDENTAL/CONSEQUENTIAL DAMAGES: John Moore LP will not be held liable for consequential or incidental damages related to the breach of limited express warranty or related to the electrical or mechanical breakdown of equipment covered by this limited express warranty, except in the event of personal injury to a consumer, as defined by Texas law.

MEDIATION: If a dispute arises out of or relates to this contract or limited warranty, or the breach thereof, and if the dispute cannot be settled through negotiation, the parties first agree to try in good

faith to settle the dispute by mediation administered by the American Arbitration Association under its Commercial Mediation Rules before resorting to arbitration, or some other dispute resolution procedure.

This mediation clause survives the termination of this contract and limited warranty.

No action arising out of any claimed breach of this limited express warranty may be brought by a customer more than two (2) years after the cause of action has arisen.

GOVERNING LAW: This limited express warranty shall be interpreted in accordance with the laws of the State of Texas.

SEVERABILITY AND CONSTRUCTION: This limited express warranty shall be interpreted in such a manner as to be valid and enforceable and to effectuate the intent of the parties. If any provision of this warranty is held invalid, illegal, or unenforceable, the invalidity, illegality or unenforceability of such provision shall not affect in any way whatsoever the remaining provisions of this warranty.

BINDING EFFECT: Upon execution, the limited express warranty shall become binding on John Moore LP, as well as the customer.

This warranty gives you specific legal rights. To obtain services or information under this warranty, purchaser should contact John Moore LP by mail or telephone at:

John Moore LP www.johnmooreservices.com 10005 W. Sam Houston Parkway North Suite 200 Houston, Texas 77064 (281) 949-5353

* 17.99% APR and fixed monthly payments equal to 2.54% of the unpaid balance of cash price (Line 3) on the Old Union Finance Retail Charge Authorization until paid in full. Estimated payoff period is 60 months. Subject to credit approval.



John Moore Services
 10005 W. Sam Houston Pkwy. N., Suite 200
 Houston, TX 77064
 Toll Free: 1-877-730-2525

Invoice 512679335
 Invoice Date 11/29/2021
 Completed Date
 Customer PO

Plumbing. Air Conditioning. Heating.
 Pest Control. Lawn Treatment. Remodeling.
 Roof Replacement & Repair.

Billing Address
 Karen Ganshirt
 16111 Elm Point Court
 Houston, TX 77095 USA

Job Address
 Karen Ganshirt
 16111 Elm Point Court
 Houston, TX 77095 USA

Description of Work

Scope of work will need to replace toilet in hallway bathroom will replace with Kohler elongated high comfort wax ring and floor bolts will also be replaced then will shut off water to home to replace angle stop and supply line in same restroom, upon arrival customer had stoppage in toilet ran auger feels like something is lodged in toilet.

Task #	Description	Quantity	Your Price	Your Total
BFR22	Kohler Sterling Elongated Toilet. 2-Year Parts and Labor Limited warranty. See terms and conditions for details.	1.00	\$1,199.99	\$1,199.99
L3T02	1 EMERGENCY STOP/SUPPLY. 2-Year Parts and Labor Limited warranty. See terms and conditions for details.	1.00	\$224.99	\$224.99
50GCP	50GCP - \$50 Gift Card Given to Customer Plumbing	1.00	\$0.00	\$0.00

Paid On	Type	Memo	Amount
11/26/2021	Discover		\$713.00
11/29/2021	Visa		\$711.98

Member Savings	\$25.00
Sub-Total	\$1,424.98
Tax	\$0.00
Total Due	\$1,424.98
Payment	\$1,424.98
Balance Due	\$0.00

Regulated by the Texas Department of Licensing and Regulation P.O. Box 12157 Austin, TX 78711 1-800-803-9202, 512-463-6599; website: www.license.state.tx.us/complaints TACLB38048E Texas State Board of Plumbing Examiners 929 East 41st Street P.O. Box 4200, Austin, TX 78765 (512) 458-2145 Joseph Bany M-38638 / TPCL11201 / TECL22839

I authorize John Moore Services to convert my check to an electronic funds transfer or paper draft and to debit my account for the amount of the transaction. In the event that my draft or EFT is unpaid, I agree that a fee of \$25.00 or as allowed by law may be charged to my account via draft or EFT.

11/29/2021
 I am 100% satisfied with the completion of the agreed upon work performed up to now.

11/29/2021
 I authorize John Moore Plumbing to charge the agreed amount to my credit card provided herein. I agree that I will pay for this purchase in accordance with the issuing bank cardholder agreement.

A handwritten signature in black ink, appearing to be 'Kemp' or similar, written in a cursive style.

11/26/2021

A handwritten signature in black ink, appearing to be 'DeW' or similar, written in a cursive style.

11/29/2021

With the current proliferation of litigation and work-related claims, particularly with respect to mold infestation, economic reality prevents John Moore LP ("JMoore") from being paid a relatively small payment for work and services provided to its customers while incurring the risk of huge liabilities for such work. Accordingly, JMoore can only permit the work and services provided in this work order ("Work Order") subject to the Terms and Conditions and the Limited Express Warranty for Repairs below.

TERMS AND CONDITIONS

It is agreed that John Moore LP is not responsible for the following:

1. Damage caused to the customer's property as a result of obtaining access to and exposing plumbing and drainage systems.
2. Additional plumbing work beyond that specifically mentioned in the estimate and proposal including, but not limited to, that which may be required because of pre-existing code violations or additional work revealed to be necessary as a result of performing the specified work.
3. Any repairs, installation, removal or replacement of non-service items or activities including but not limited to, concrete, paving, asphalt slabs, sidewalks, driveways, patios, pools, shrubbery, grass lawns, fences, electrical wiring and fixtures, painting, decorations, plastering, Sheetrock and other wall coverings, glass, carpentry, millwork, cabinets, floors, carpeting, floor surfaces and preparation, roofing, flashing, sheet metal, gutters, downspouts, brick, stonework, extension walls, steel and other framework.
4. Damage caused to customer's plumbing system by sewer and drain cleaning equipment when such is caused by pre-existing defects in such plumbing system.
5. Pre-existing defective conditions, including but not limited to: defective roofing, improperly changed systems, faulty air movement, and electrical defects.

Customer accepts full responsibility for the prompt payment of all costs of this agreement even though customer may intend to obtain reimbursement from others such as landlords, tenants and insurance companies.

This written Work Order, including the Terms and Conditions, the Limited Warranty, and, if applicable, Supplement "A" and/or Supplement "B" to the Work Order, is intended to be a complete and exclusive statement of the terms and provisions of the agreement between the parties hereto, and verbal understandings and agreements with JMoore representatives shall not be binding unless set forth herein.

LIMITED EXPRESS WARRANTY FOR REPAIRS

This limited express warranty is only for the labor costs associated with the repair of equipment sold and installed by John Moore LP. See the manufacturer's warranty details for equipment parts coverage.

Customer agrees to the following terms and conditions:

TERM: The term for this limited express warranty for repairs starts on the DATE of the installation to be covered by this warranty. Warranty protection is for the term indicated on the purchase invoice. At the

sole discretion of John Moore LP, this warranty may expire upon replacement of any equipment or part covered under the warranty, or upon change in ownership or control of the equipment or structure housing covered equipment.

TRANSFER: This limited express warranty covers the owner of the owner-occupied residence as of the effective date above and his/her spouse. The agreement is good only for the original customer at the residence at which the equipment is originally installed. The agreement is NOT transferable to any other owner or any other location.

COVERAGE: Coverage is only for the repair of equipment sold and installed by John Moore LP as described in the original work invoice (installed and used in accordance with manufacturer's specifications in residential homes ONLY). If the covered manufactured equipment or internal functioning parts fail due to a mechanical or electrical breakdown during the warranty period, John Moore LP will perform repairs, and, if necessary, furnish an applicable replacement part of like kind and comparable model, subject to the terms and conditions of this limited express warranty and the manufacturer's warranty for parts. This limited express warranty does NOT cover repairs to equipment owned by the customer before the installation of equipment by John Moore LP. Further, this limited express warranty does NOT cover any equipment failures due to a manufacturing defect. John Moore LP does not guarantee that the material or workmanship of equipment supplied by the manufacturer is free of defect.

CUSTOMER'S RESPONSIBILITY: In order to keep this limited express warranty for repairs valid, customer must have all applicable equipment (water heaters, HVAC, electrical panels) serviced and maintained at least once annually by John Moore LP plus repairs completed as recommended. Customer must keep maintenance records validated by John Moore LP, or keep receipts showing dates and service performed. This warranty does not cover any labor expenses for annual maintenance. All such labor expenses are customer's responsibility. The customer agrees to notify John Moore LP of any unusual operating conditions or unsatisfactory operating status for any covered equipment/component or this limited express warranty may be voided. The customer is solely responsible for registering any applicable equipment with the manufacturer.

CLAIM SUBMISSION. To schedule inspection and diagnose to determine that the failure is covered by this Agreement, Customer must call John Moore LP during regular business hours, which are subject to change based on time of year.

AUTHORIZED SERVICE. Customer cannot attempt to service the equipment him/herself or allow any service company other than John Moore LP to work on the covered equipment, unless John Moore LP consents to the work in writing. Unauthorized service on the equipment will VOID the warranty coverage.

LOCATION OF SERVICE. Service will be provided only at the address indicated on Customer's purchase invoice for the product or work covered.

SCHEDULING OF SERVICE. The scheduling of the service outlined in this limited express warranty is the sole responsibility of the customer. The services outlined in this warranty will be performed during regular business hours, which are subject to change based on time of year.

EXCLUSIONS: Environmental or weather conditions outside of manufacturer specifications, fire, shifting soil, or other acts of God (including but not limited to lightning strikes, flooding, and wind damage). Modification, abuse, negligence, misuse of equipment or unit. Equipment listed must be used for its sole purpose (i.e., water heater to heat water, furnace to heat air, etc.). Appearance: Features, aesthetics, paint and cabinet parts, knobs, and buttons. Unintended use, abuse, and accidental damages: Consequential or otherwise caused by rust, oxidation, brownouts, corrosion. Use of equipment for purposes or in locations not normally intended, or if covered equipment is moved from its original installation location in the original home. Wiring/Electrical: Low or high voltage wiring external of unit, fuses, breakers. Loss of efficiency: Due to normal wear and tear, overrated capacities, modifications, or poor water conditions. Connections points: Does not include connections points, only the pipes and fittings. Lack of maintenance, vandalism, power surges, rodent activity. Non-maintainable or wearable components, including but not limited to T&P valves, flappers, cartridges, gaskets, fill valves, supply lines, angle stops, shut-off valves, capacitors, contactors, receptacles, switches, and existing light fixtures. Abnormal wear and tear caused by outside factors, such as foreign debris, sand, dirt, metal flakes. Accessories or add-ons: Failure due to defects or damage caused by the use of any attachment, including energy saving device, not authorized by the manufacturer and John Moore LP. Service Delay or Failure: Due to Acts of God, war, governmental regulations, or other causes beyond the direct control of John Moore LP. Geographic Limitations: Coverage under this contract is limited to John Moore LP's regular geographic service area at the time of the claim for repair. Unavailable Parts: John Moore LP is excused from coverage should parts needed to implement repairs become unavailable. Change in Regulations: John Moore LP is excused from coverage in the event that any applicable governing body implements any new or revised rules or laws that require additional/revised servicing or replacement of equipment.

LIMITATION OF LIABILITY

There are no warranties that extend beyond the description on the face hereof. Disclaimed warranties include, but are not limited to, express warranties outside this limited express warranty, the implied warranty of merchantability, and all implied warranties for fitness for a particular purpose.

INCIDENTAL/CONSEQUENTIAL DAMAGES: John Moore LP will not be held liable for consequential or incidental damages related to the breach of limited express warranty or related to the electrical or mechanical breakdown of equipment covered by this limited express warranty, except in the event of personal injury to a consumer, as defined by Texas law.

MEDIATION: If a dispute arises out of or relates to this contract or limited warranty, or the breach thereof, and if the dispute cannot be settled through negotiation, the parties first agree to try in good faith to settle the dispute by mediation administered by the American Arbitration Association under its Commercial Mediation Rules before resorting to arbitration, or some other dispute resolution procedure.

This mediation clause survives the termination of this contract and limited warranty.

No action arising out of any claimed breach of this limited express warranty may be brought by a customer more than two (2) years after the cause of action has arisen.

GOVERNING LAW: This limited express warranty shall be interpreted in accordance with the laws of the State of Texas.

SEVERABILITY AND CONSTRUCTION: This limited express warranty shall be interpreted in such a manner as to be valid and enforceable and to effectuate the intent of the parties. If any provision of this warranty is held invalid, illegal, or unenforceable, the invalidity, illegality or unenforceability of such provision shall not affect in any way whatsoever the remaining provisions of this warranty.

BINDING EFFECT: Upon execution, the limited express warranty shall become binding on John Moore LP, as well as the customer.

This warranty gives you specific legal rights. To obtain services or information under this warranty, purchaser should contact John Moore LP by mail or telephone at:

John Moore LP www.johnmooreservices.com 10005 W. Sam Houston Parkway North Suite 200 Houston, Texas 77064 (281) 949-5353

Financing available with approved credit on jobs over \$1,000 (\$3,000 **; \$3,000 ***). Financing offers a no payment - no interest feature (during the "promotional period") on your purchase at an APR of 17.99%* (APR of 6.99% **; APR of 9.99% ***). No finance charges will accrue on your account during the promotional period, as set forth in your Truth in Lending Disclosures, and you will not have to pay a monthly payment until the promotional period has ended. If you repay your purchase in full before the end of the promotional period you will not have to pay any finance charges. You may also prepay your account at any time without penalty. Financing is subject to credit requirements and satisfactory completion of finance documents. Any finance terms advertised are estimates only. Normal late charges apply once the promotional period has ended.



John Moore Services
 10005 W. Sam Houston Pkwy. N., Suite 200
 Houston, TX 77064
 Toll Free: 1-877-730-2525

Invoice 510242313
 Invoice Date 11/10/2021
 Completed Date 11/10/2021
 Customer PO

Plumbing. Air Conditioning. Heating.
 Pest Control. Lawn Treatment. Remodeling.
 Roof Replacement & Repair.

Billing Address
 Karen Ganshirt
 16111 Elm Point Court
 Houston, TX 77095 USA

Job Address
 Karen Ganshirt
 16111 Elm Point Court
 Houston, TX 77095 USA

Description of Work

Replacing water heater located in the attic with a 40galloon tall heater basic swamp out 30day warranty with 6year warranty from the manufacturer. Also Jetting out all lines to clear of any debris is drain for better drainage. Replacing toilet with Wingfield comfort height toilet.

View visual findings from this job here - <https://visionshare.xoi.io/?id=XA-C1F9-6F2A5F74B3FE4FE99B20BE23CEA91842>

Task #	Description	Quantity	Your Price	Your Total
WHES02	Economy American 40 gal gas water heater tall 58 1/4 x 20. All Economy American installs are Water Heater swap outs only with a new unit. Installed with new flex connectors. Installs will use existing shut off valve and existing piping for hot and cold lines. Any repairs or modification will be additional charge. All units come with 30 day labor install warranty and 6 year American manufacturer warranty on parts.	1.00	\$2,199.00	\$2,199.00
SFT10	Flow-Tech Antiscale Unit - 3-Year Parts and Labor Limited warranty. See terms and conditions for details.	1.00	\$2,199.99	\$2,199.99
L5A04	POP-UP ASSEMBLY - 2-Year Parts and Labor Limited warranty. See terms and conditions for details. Does not include any drain modification.	2.00	\$197.99	\$395.98
BFR30	Angelic 2 handle Brushed Nickel high arc 8 inch lavatory faucet, metal lever handles, ceramic cartridge, metal pop up, 3 hole install	2.00	\$649.99	\$1,299.98
BFR19	Winfield COMFORT HGT TOILET. 2-Year Parts and Labor Limited warranty. See terms and conditions for details.	1.00	\$1,199.99	\$1,199.99
L3T10	Emergency Stop and Supply (4 Sets). 2-Year Parts and Labor Limited warranty. See terms and conditions for details.	1.00	\$584.99	\$584.99
GMMA1	Get Moore Annual Membership 1 System Ongoing service agreement. Includes: 10% discount on Plumbing, Electric, and HVAC repairs (excludes replacement) and initial Pest Control services. Up to 2 pre-paid annual HVAC tune-ups (A/C & Heating). No trip fees during the week. Priority scheduling. visit our membership page for more information - https://www.johnmooreservices.com/memberships/	1.00	\$199.00	\$199.00

Paid On	Type	Memo	Amount
11/9/2021	Discover		\$619.97
11/10/2021	Discover		\$2,268.96
11/12/2021	Service Finance	Service Finance	\$4,839.68
11/12/2021	Finance	Service Finance	\$350.32

Member Savings \$109.00
Sub-Total \$8,078.93
Tax \$0.00
Total Due \$8,078.93
Payment \$8,078.93
Balance Due \$0.00

Regulated by the Texas Department of Licensing and Regulation P.O. Box 12157 Austin, TX 78711 1-800-803-9202, 512-463-6599; website: www.license.state.tx.us/complaints TACLB38048E Texas State Board of Plumbing Examiners 929 East 41st Street P.O. Box 4200, Austin, TX 78765 (512) 458-2145 Joseph Bany M-38638 / TPCL11201 / TECL22839

I authorize John Moore Services to convert my check to an electronic funds transfer or paper draft and to debit my account for the amount of the transaction. In the event that my draft or EFT is unpaid, I agree that a fee of \$25.00 or as allowed by law may be charged to my account via draft or EFT.

11/10/2021

I am 100% satisfied with the completion of the agreed upon work performed up to now.



11/10/2021

I authorize John Moore Plumbing to charge the agreed amount to my credit card provided herein. I agree that I will pay for this purchase in accordance with the issuing bank cardholder agreement.



11/9/2021



11/10/2021

With the current proliferation of litigation and work-related claims, particularly with respect to mold infestation, economic reality prevents John Moore LP ("JMoore") from being paid a relatively small payment for work and services provided to its customers while incurring the risk of huge liabilities for such work. Accordingly, JMoore can only permit the work and services provided in this work order ("Work Order") subject to the Terms and Conditions and the Limited Express Warranty for Repairs below.

TERMS AND CONDITIONS

It is agreed that John Moore LP is not responsible for the following:

1. Damage caused to the customer's property as a result of obtaining access to and exposing plumbing and drainage systems.
2. Additional plumbing work beyond that specifically mentioned in the estimate and proposal including, but not limited to, that which may be required because of pre-existing code violations or additional work revealed to be necessary as a result of performing the specified work.
3. Any repairs, installation, removal or replacement of non-service items or activities including but not limited to, concrete, paving, asphalt slabs, sidewalks, driveways, patios, pools, shrubbery, grass lawns, fences, electrical wiring and fixtures, painting, decorations, plastering, Sheetrock and other wall coverings, glass, carpentry, millwork, cabinets, floors, carpeting, floor surfaces and preparation, roofing, flashing, sheet metal, gutters, downspouts, brick, stonework, extension walls, steel and other framework.
4. Damage caused to customer's plumbing system by sewer and drain cleaning equipment when such is caused by pre-existing defects in such plumbing system.
5. Pre-existing defective conditions, including but not limited to: defective roofing, improperly changed systems, faulty air movement, and electrical defects.

Customer accepts full responsibility for the prompt payment of all costs of this agreement even though customer may intend to obtain reimbursement from others such as landlords, tenants and insurance companies.

This written Work Order, including the Terms and Conditions, the Limited Warranty, and, if applicable, Supplement "A" and/or Supplement "B" to the Work Order, is intended to be a complete and exclusive statement of the terms and provisions of the agreement between the parties hereto, and verbal understandings and agreements with JMoore representatives shall not be binding unless set forth herein.

LIMITED EXPRESS WARRANTY FOR REPAIRS

This limited express warranty is only for the labor costs associated with the repair of equipment sold and installed by John Moore LP. See the manufacturer's warranty details for equipment parts coverage.

Customer agrees to the following terms and conditions:

TERM: The term for this limited express warranty for repairs starts on the DATE of the installation to be covered by this warranty. Warranty protection is for the term indicated on the purchase invoice. At the

sole discretion of John Moore LP, this warranty may expire upon replacement of any equipment or part covered under the warranty, or upon change in ownership or control of the equipment or structure housing covered equipment.

TRANSFER: This limited express warranty covers the owner of the owner-occupied residence as of the effective date above and his/her spouse. The agreement is good only for the original customer at the residence at which the equipment is originally installed. The agreement is NOT transferable to any other owner or any other location.

COVERAGE: Coverage is only for the repair of equipment sold and installed by John Moore LP as described in the original work invoice (installed and used in accordance with manufacturer's specifications in residential homes ONLY). If the covered manufactured equipment or internal functioning parts fail due to a mechanical or electrical breakdown during the warranty period, John Moore LP will perform repairs, and, if necessary, furnish an applicable replacement part of like kind and comparable model, subject to the terms and conditions of this limited express warranty and the manufacturer's warranty for parts. This limited express warranty does NOT cover repairs to equipment owned by the customer before the installation of equipment by John Moore LP. Further, this limited express warranty does NOT cover any equipment failures due to a manufacturing defect. John Moore LP does not guarantee that the material or workmanship of equipment supplied by the manufacturer is free of defect.

CUSTOMER'S RESPONSIBILITY: In order to keep this limited express warranty for repairs valid, customer must have all applicable equipment (water heaters, HVAC, electrical panels) serviced and maintained at least once annually by John Moore LP plus repairs completed as recommended. Customer must keep maintenance records validated by John Moore LP, or keep receipts showing dates and service performed. This warranty does not cover any labor expenses for annual maintenance. All such labor expenses are customer's responsibility. The customer agrees to notify John Moore LP of any unusual operating conditions or unsatisfactory operating status for any covered equipment/component or this limited express warranty may be voided. The customer is solely responsible for registering any applicable equipment with the manufacturer.

CLAIM SUBMISSION. To schedule inspection and diagnose to determine that the failure is covered by this Agreement, Customer must call John Moore LP during regular business hours, which are subject to change based on time of year.

AUTHORIZED SERVICE. Customer cannot attempt to service the equipment him/herself or allow any service company other than John Moore LP to work on the covered equipment, unless John Moore LP consents to the work in writing. Unauthorized service on the equipment will VOID the warranty coverage.

LOCATION OF SERVICE. Service will be provided only at the address indicated on Customer's purchase invoice for the product or work covered.

SCHEDULING OF SERVICE. The scheduling of the service outlined in this limited express warranty is the sole responsibility of the customer. The services outlined in this warranty will be performed during regular business hours, which are subject to change based on time of year.

EXCLUSIONS: Environmental or weather conditions outside of manufacturer specifications, fire, shifting soil, or other acts of God (including but not limited to lightning strikes, flooding, and wind damage). Modification, abuse, negligence, misuse of equipment or unit. Equipment listed must be used for its sole purpose (i.e., water heater to heat water, furnace to heat air, etc.). Appearance: Features, aesthetics, paint and cabinet parts, knobs, and buttons. Unintended use, abuse, and accidental damages: Consequential or otherwise caused by rust, oxidation, brownouts, corrosion. Use of equipment for purposes or in locations not normally intended, or if covered equipment is moved from its original installation location in the original home. Wiring/Electrical: Low or high voltage wiring external of unit, fuses, breakers. Loss of efficiency: Due to normal wear and tear, overrated capacities, modifications, or poor water conditions. Connections points: Does not include connections points, only the pipes and fittings. Lack of maintenance, vandalism, power surges, rodent activity. Non-maintainable or wearable components, including but not limited to T&P valves, flappers, cartridges, gaskets, fill valves, supply lines, angle stops, shut-off valves, capacitors, contactors, receptacles, switches, and existing light fixtures. Abnormal wear and tear caused by outside factors, such as foreign debris, sand, dirt, metal flakes. Accessories or add-ons: Failure due to defects or damage caused by the use of any attachment, including energy saving device, not authorized by the manufacturer and John Moore LP. Service Delay or Failure: Due to Acts of God, war, governmental regulations, or other causes beyond the direct control of John Moore LP. Geographic Limitations: Coverage under this contract is limited to John Moore LP's regular geographic service area at the time of the claim for repair. Unavailable Parts: John Moore LP is excused from coverage should parts needed to implement repairs become unavailable. Change in Regulations: John Moore LP is excused from coverage in the event that any applicable governing body implements any new or revised rules or laws that require additional/revised servicing or replacement of equipment.

LIMITATION OF LIABILITY

There are no warranties that extend beyond the description on the face hereof. Disclaimed warranties include, but are not limited to, express warranties outside this limited express warranty, the implied warranty of merchantability, and all implied warranties for fitness for a particular purpose.

INCIDENTAL/CONSEQUENTIAL DAMAGES: John Moore LP will not be held liable for consequential or incidental damages related to the breach of limited express warranty or related to the electrical or mechanical breakdown of equipment covered by this limited express warranty, except in the event of personal injury to a consumer, as defined by Texas law.

MEDIATION: If a dispute arises out of or relates to this contract or limited warranty, or the breach thereof, and if the dispute cannot be settled through negotiation, the parties first agree to try in good faith to settle the dispute by mediation administered by the American Arbitration Association under its Commercial Mediation Rules before resorting to arbitration, or some other dispute resolution procedure.

This mediation clause survives the termination of this contract and limited warranty.

No action arising out of any claimed breach of this limited express warranty may be brought by a customer more than two (2) years after the cause of action has arisen.

GOVERNING LAW: This limited express warranty shall be interpreted in accordance with the laws of the State of Texas.

SEVERABILITY AND CONSTRUCTION: This limited express warranty shall be interpreted in such a manner as to be valid and enforceable and to effectuate the intent of the parties. If any provision of this warranty is held invalid, illegal, or unenforceable, the invalidity, illegality or unenforceability of such provision shall not affect in any way whatsoever the remaining provisions of this warranty.

BINDING EFFECT: Upon execution, the limited express warranty shall become binding on John Moore LP, as well as the customer.

This warranty gives you specific legal rights. To obtain services or information under this warranty, purchaser should contact John Moore LP by mail or telephone at:

John Moore LP www.johnmooreservices.com 10005 W. Sam Houston Parkway North Suite 200 Houston, Texas 77064 (281) 949-5353

Financing available with approved credit on jobs over \$1,000 (\$3,000 **; \$3,000 ***). Financing offers a no payment - no interest feature (during the "promotional period") on your purchase at an APR of 17.99%* (APR of 6.99% **; APR of 9.99% ***). No finance charges will accrue on your account during the promotional period, as set forth in your Truth in Lending Disclosures, and you will not have to pay a monthly payment until the promotional period has ended. If you repay your purchase in full before the end of the promotional period you will not have to pay any finance charges. You may also prepay your account at any time without penalty. Financing is subject to credit requirements and satisfactory completion of finance documents. Any finance terms advertised are estimates only. Normal late charges apply once the promotional period has ended.