

Window World

MAINTENANCE AGREEMENT

Customer Name: DUMAS Derek Customer ID#: 324403 Phone #

Address: 3357 OAK ST. City: HOUSTON State: TX Zip: 77021 # of Windows: 24

The service provider, Window World Maintenance Division, agrees to provide maintenance on windows purchased from Window World for seven (7) years from date of completion of the original installation of your Window World windows. Service activities will be performed in accordance with the terms and conditions below. Maintenance agreements purchased after the windows have been installed and outside of the original two (2) year labor warranty will be effective from the purchase date of the maintenance agreement and in effect for five (5) years.

Maintenance Includes:

- Re-seal windows as needed, including resetting windows and repairing trim/caulk if required.
- Replace screen fabric as needed.
- Upon request, assess/maintain operational components of windows. Includes lubricating balances, inspecting weep holes for proper drainage, examining windows for glazing integrity, and checking locks, bulb seals, weather-stripping and vent locks.
- Provide summary of work performed.
- Priority service scheduled within three (3) business days.

The fee for the service provided under this agreement shall be \$295⁰⁰. Payment is due upon signing. This agreement is transferrable for a fee of \$50. This service is for residential properties only and excludes all commercial properties. The undersigned owner acknowledges and agrees that the information above is correct and complete.

WINDOW WORLD MAINTENANCE TERMS AND CONDITIONS

- 1) Pricing: The cost will be tiered based upon the following criteria (please circle):
 - \$195 for up to 14 windows ordered
 - \$295 for 15-28 windows ordered
 - \$395 for 29-42 windows ordered
- 2) Provisions of Services: The owner and service provider have agreed that the services are provided on an as-requested basis to fulfill Window World's responsibility to maintain the aesthetics and seal of the window.
- 3) Owner's Obligation for Window Maintenance: The owner must promptly notify the service provider of any known defects, problems, or complaints.
- 4) Access: The owner will clear all obstructions from the area of the window(s) requiring service.
- 5) Act of God Exclusion: The service provider shall not be liable for damages resulting from flooding, earthquakes, hurricanes, or any other acts of God.
- 6) Any work done by a non-certified Window World installer voids any warranty and/or agreements by the seller have been fully explained to me. I understand that by declining to elect this service at this time in no way voids my two (2) year labor warranty.

Amount: _____ Check # _____ - or - I authorize Window World to run the following credit card

No: _____ Exp: _____ CVS: _____

Derek Dumas 8/16/2013 [Signature] 8/16/13
Customer Signature Date Window World Representative Date