



# MyHome.Pro

Trusted Name in home services for six decades.  
Making Your Home Your Resort!

[www.MyHome.Pro](http://www.MyHome.Pro)

106 W. Main, Allen, Texas 75013  
P.O. Box 360818, Dallas, TX 75336  
(972) 286 - 1591

## MYHOME.PRO CLUB TERMS AND CONDITIONS

1. MyHome.Pro will provide the services as outlined in a professional and workman-like fashion and quality for the services as defined.
2. The 24-Hour Onsite Time Commitment Guarantee assumes normal weather, travel and road conditions and excludes weekends.
3. All covered appliances, equipment and systems must be in full and complete operating order with no pre-existing non-working functions. Repairs to correct inappropriate or incorrect use, misuse, negligence, system noise, cosmetic, issues, minor leaks in pool equipment (less than one drop in 20 seconds), or deliberate or intentional act, water freeze damage or similar Act of God, or error will not be eligible for the Service Credits.
4. MyHome.Pro will make all reasonable efforts to attempt to schedule a convenient time to complete an in-house activity. If Client fails a second time to meet the Technician during the assigned service window the effort will be considered complete. Maintenance services shall be conducted as reasonably scheduled by MyHome.Pro.
5. The Client may not apply for any reimbursement credits during the first 90 days of a contract.
6. MyHome.Pro reserves the right to cancel this agreement upon thirty-days written notice.
7. The Client may choose to auto-renew or decline on an annual basis, but upon commencement of an annual agreement is obligated to remit all outstanding payments. Client may cancel with 30-days written notice but must continue remaining payments outstanding through the entire 12-month term.
8. Credits against repairs are only available for MyHome.Pro conducted repairs and will be priced applying standard rates and material costs and generally accepted pricing practices against which the credits will be applied and may not be combined with other promotions. This credit may not be applied to upgrades or enhancements and specifically excludes hose replacement, drip pan installations, and other system upgrades. Eligible pool repairs include above-ground piping and valves, filters, pumps (including booster pumps), and heaters.
9. Cleaning or related services will be performed in a professional manner and to a reasonable level but is not obligated to bring surfaces back to "new" or "like-new" condition.
10. MyHome.Pro makes no representations for safety or proper equipment use and is not responsible for any damage to property or injuries or any damages of any kind sustained as a result of equipment or systems in use and maintained by MyHome.Pro.
11. Discounts on new appliances are only available when MyHome.Pro determines at its sole discretion that an appliance is not commercially repairable and only for replacement new appliances purchased at Rodenbaugh's Appliances in Allen, Texas.
12. A valid "Emergency Call" is defined as the following: Inoperable Air conditioner with outside high temperatures in excess of 80 degrees, Heater/furnace system inoperable with outside temperatures less than 60 degrees. Appliance emergencies are inoperable covered Freezers or Refrigerators or running/escaping water expelling uncontrolled from a covered Dishwasher or Clothes Washer. Pest emergencies are where the current presence of the pest reasonably places human safety at an immediate risk. Pool emergencies are where an immediate situation places human safety at an immediate risk. No other conditions constitute an emergency.
13. MyHome.Pro will inspect and replace fire extinguishers, batteries, filters, hoses, A/C coolants and other consumable items as defined in the program, and the Client shall be charged for those items at prevailing retail rates.
14. Client understands and acknowledges that this MyHome.Pro offering is a maintenance services plan and is not a "home warranty", "extended warranty", "insurance" or similar offering, and is not regulated by the State of Texas. MyHome.Pro provides no warranty or guarantees to a system's operational life and has no obligation to replace, upgrade or exchange any equipment, appliance or system.

### OUR SATISFACTION GUARANTEE

MyHome.Pro has built its reputation and loyal client base by providing superior Client service. We will perform our work in a professional and workman-like manner and will explain uncovered issues with the client prior to taking any actions. We will apprise our Clients of their options and our recommended solutions. When our work is complete, we will complete a full review with the client. If our work is not to our client's satisfaction, we will work immediately to correct it. Should problems arise with our work within 30 days, we will return at no charge to correct the problem. Our repair work and the replacement parts employed are warranted free of defect for one year.



MyHome.Pro is licensed to provide HVAC services under License #TACLB00076098E by the Texas Department of Licensing and Regulation, 920 Colorado, Austin, Texas 78701, Telephone: (512) 463-6599. MyHome.Pro is licensed to provide Pest Services in the State of Texas with the Texas Department of Agriculture, TCPL License #0827289.

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