

Customer Service Contract



Customer: _____

10652 DeAndra Drive
 Zionsville, IN 46077
 PH: (317) 873-3700
 Fax: (317) 873-3718
www.barthulyirrigation.com

Spring Start-up (Work to be performed beginning in March and ending in May-weather permitting)	\$
<ul style="list-style-type: none"> • Turn Water on to the sprinkler system • Main shut off valve inspection • Adjust sprinkler heads • Adjust controller timing, if requested • Raise, lower heads if necessary. (Sprinkler heads will be raised only if the performance of the spray is being compromised by an obstruction. The sprinkler heads will be lowered only if they run the risk of damage from a mower, vehicle, etc... or upon the request of the owner.) • Inspect for leaks and equipment failure 	
Backflow prevention device test (Work to be performed at or around the same time as the Start-up)	\$
<ul style="list-style-type: none"> • Certified technician will inspect and test the device to make sure that it is functioning properly • Copies of the test results will be sent to the homeowner and to the water company 	
Mid Season check up (Work to be performed in July and August-weather permitting) (Optional) (30% Discount)	\$
<ul style="list-style-type: none"> • The same procedure will be followed as is performed for a Spring start up. 	
Winterization (Work to be performed beginning in October and ending in November-weather permitting)	\$
<ul style="list-style-type: none"> • Shut water off to the irrigation system • Connect air compressor to the system at the point of connection and purge all water from the system • Main shut off valve inspection 	
Forms of Payment:	
1. Please make checks payable to Barthuly Irrigation, Inc.	
2. If paying by credit card please provide the following information:	
MC Visa CC# _____	Exp. Date _____
	Discount \$ (20.00)
	Total Due \$
	(Due by March 1st)
Backflow Device Freeze Protection (optional)	Freeze Protection \$
<ul style="list-style-type: none"> • Barthuly Irrigation, Inc. offers insulated backflow device protection called the "Backflow Buddy" which uses the heat from the ground to help prevent backflow preventers and pipes from freezing during harsh Spring and Fall weather. List price for the "Backflow Buddy" is \$119.00. If you would like to purchase the "Backflow Buddy" please add this amount in the box to the right. Don't forget to make the changes in the "Revised Total due" box. 	
	Revised Total Due \$

Pre-payment Agreement
 By signing below and paying for the entire year of sprinkler system service, I will receive an initial \$20.00 discount as well as a 10% discount on all material and normal hourly rates (billed at \$79.00/Hour) throughout the year. The total on this contract does not reflect any additional service or materials that might be required. By signing below I agree to allow Barthuly Irrigation, Inc. to service my sprinkler system for the 2009 season. Barthuly Irrigation, Inc. shall not be liable for damages to the sprinkler system due to forces beyond its control such as freezing conditions, lightning, etc. Should anyone other than Barthuly Irrigation, Inc. perform service on this system during this season, this contract will be void and the remaining pre-paid amount may be non-refundable. A nominal service fee will be charged for cancellation of service.

Customer Signature: _____ Date: _____

Pay As I Go Agreement
 By signing below I agree to allow Barthuly Irrigation, Inc. to service my sprinkler system for the 2009 season and will pay as services are performed. Barthuly Irrigation, Inc. shall not be liable for damages to the sprinkler system due to forces beyond its control such as freezing conditions, lightning, etc.

Customer Signature: _____ Date: _____

Respectfully Submitted: _____ Date: _____

January 6, 2007

Dear Valued Customer,

Believe it or not, Spring is just around the corner and as always we will be turning our attention to your sprinkler system and landscape lighting needs. It was a financially challenging year for our nation in 2008. We were no exception. Due in large part to those challenges, we have decided to provide a plan for you to save money while maintaining the high quality of service you have grown accustomed to with Barthuly. We understand the importance of partnering with our customers and hope this will provide some relief for you over the 2009 season.

While it has become necessary for us to raise our hourly rate from \$79.00/hour to \$89.00/hour, we are offering incentives which will allow you to continue using 2008 pricing in 2009. By pre-paying for your 2009 irrigation services by March 1st, we are offering an immediate \$20.00 discount (\$10.00 last season), 30% discount on the Mid-season Inspection (20% last season), as well as a 10% discount on labor (based on \$79.00/hour) and materials.

Enclosed you will find our irrigation contract which will allow you to pay for the entire year of services in advance with the following savings.

*\$20.00 off (\$10.00 last season)
10% discount on materials (for the 2009 season)
10% discount on labor (for the 2009 season) (based on \$79.00/hour)
30% discount on the mid season inspection (20% last season)*

What is the next step:

IMPORTANT: You need to indicate how you will be paying for your service in 2009 by checking one of the 2 boxes at the bottom of the contract and signing the appropriate line beside the box that you checked.

1. If paying in advance please sign the contract and mail it back to us with a check or credit card number. ***This must be paid by March 1st to take advantage of the savings.***
2. In March you will be receiving our Spring Schedule for maintenance. Please take note of the dates that we will be at your home/business for service. If you would like to change the date we have scheduled for you, please don't hesitate to call our office and change the date. We will do our very best to accommodate your request.

If you have any questions about the Customer Service Contract or any of the services we provide, please feel free to contact us. As always, we very much appreciate your business and look forward to continuing to be your irrigation service provider.

Sincerely,

Ken Barthuly Larry D. Barthuly

DON'T FORGET TO ASK US ABOUT OUR LANDSCAPE LIGHTING INSTALLATION AND SERVICE



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