

Virtual Boiler Diagnostic Service – Agreement Terms

Last Updated: [Insert Date]

1. Service Description

The Service is an up to 1-hour live video call conducted via FaceTime or WhatsApp with a licensed HVAC technician. The technician will guide the Homeowner through a step-by-step visual inspection of the heating system to identify potential issues. The Service is intended for diagnostic purposes only and does not include repairs or physical adjustments to the system. The flat fee of \$198 applies whether the call lasts 20 minutes, 30 minutes, or the full hour.

2. Homeowner Responsibilities

The Homeowner must:

- Be physically present at the property during the scheduled call.
- Have a reliable internet connection and a functioning camera-enabled smartphone or tablet.
- Follow the technician's instructions during the call, including adjusting the camera to provide clear visuals.
- Ensure safe access to all areas of the boiler system.

3. Scope & Limitations

This Service is not a substitute for an in-person inspection or repair. If the issue cannot be resolved virtually, an on-site service visit may be required, billed at our standard in-person rates in addition to the virtual fee. The accuracy of the diagnostic depends on the quality of video, audio, and the Homeowner's ability to follow instructions. We are not liable for delays, missed issues, or incomplete diagnostics caused by poor lighting, weak internet connection, or inability to provide clear visuals.

4. Payment Terms

The \$198 fee plus applicable taxes must be paid in full at the time of booking to secure your appointment. By providing your credit card information, you expressly authorize us to charge your card for the full amount of the Service fee, including applicable taxes. You further authorize us to store your payment details securely for the sole purpose of processing this agreed-upon charge. Payment covers only the virtual diagnostic service and does not apply toward any future in-person service fees. All payments are final and non-refundable, regardless of the length of the call or the outcome of the virtual diagnostic. By booking, you confirm that you have read, understood, and accepted the no-refund and return policy.

5. Cancellation & Rescheduling

Appointments may be rescheduled with a minimum of 24 hours' notice. Failure to attend the scheduled call without notice will result in the fee being forfeited.

6. Deliverables

Following the call, you will receive a written summary report of the technician's diagnostic findings. This report is for informational purposes only and is not a guarantee of complete system performance.

7. Liability Disclaimer

The Service will be provided to the best of our professional ability; however, we make no guarantee that the issue will be fully diagnosed or resolved without an in-person visit. We are not responsible for any damage, injury, or equipment failure that occurs during or after the Service as a result of following

instructions provided via the video call.

8. Agreement Confirmation

By booking the Service, you confirm that you:

- Have read, understood, and agree to these terms.
- Are the legal owner or authorized occupant of the property.
- Accept that payment is due in advance, is non-refundable, and that this Service is subject to the limitations described above.
- Acknowledge and accept the return and refund policy.
- Authorize us to charge the credit card provided for the total fee, including applicable taxes.