



## TERMS OF SERVICE

We want to do everything possible to provide our customers with a personalized aquarium service that is reliable, professional and as convenient as possible. However, scheduling is probably the most challenging aspect of our entire operation (especially with residential customers). We know and respect that everyone has a busy schedule. However, it is important to understand that our service routes are optimized for mileage and time efficiency in order to keep rates as low as possible. **Therefore, we are not able to provide custom scheduling at the customer's request and we do not perform "one-time" cleanings randomly throughout the year.**

When you come on board with us, you are joining what we consider to be our aquarium service family. We guarantee and reserve a place for you on a particular route that is grouped with other aquariums in your area. This is your spot on the route. It is non-negotiable and your time frame on the route may change throughout the year due to new aquariums in your area joining our service family.

Regardless of your service being on a weekly, bi-weekly or monthly basis, it is always on the same day of the week unless inclement weather, unforeseen emergencies or a holiday put us behind in schedule. Aquarium Headquarters reserves the right to move a route to a different day of the week and due to these previously mentioned scheduling obstacles, we cannot guarantee that it will be a day that is convenient for you if your route is bumped to a later day in the week.

Since routes are optimized with the shortest mileage possible, we cannot guarantee that your service technician will arrive when you are present. It is the responsibility of the customer to guarantee that the service tech not only has parking within 100 yards of the entrance to building, but also is given access to the aquarium **at the time of arrival.**

Since the start of our business in 1996, we have found several ways to accomplish this task without inconveniencing the customer. The following entry options are strongly recommended (but not required) for customers with unpredictable schedules:

- Providing a key at a secure location on your property if you cannot be present.
- Providing a key for service manager to keep in our safe until your service day.
- Providing a garage door code or front door keypad code.
- Providing a personalized code via NEST that you or the service tech may access via smart device.
- Synchronizing your housekeeper's schedule with ours (not recommended).

Upon customer request, courtesy reminders via text messaging are available both 24 hours prior to service and when service tech is in route to location. Please circle which notification(s) you prefer:

24 HOURS PRIOR

IN ROUTE

In the event that we are not able to access the aquarium at the time of our arrival, the service call will still be charged in full to the customer's account (unless we arrive outside of scheduled time frame). If this happens repeatedly, Aquarium Headquarters reserves the right to discontinue any future service calls with customer and deny scheduling in the future. Service cancellation requires a written notice by customer 30-days prior to next scheduled service.

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