



The Repair Guy & TRG Pools

Closing Form

Thanks for choosing us to prepare your pool for the winter season! As always, we give 10% off for Military & First Responders. THANK YOU for your service!

Mail or Email Form to 13996 Kutztown Rd, Fleetwood, PA 19522 - Shannon@therepairguy313.com - Phone# 484-637-2065

Name _____ Date _____ Military or First Responder

Address _____ City _____ State PA Zip _____

Phone _____ Alt. Phone _____ Email _____

Type of Pool: In-Ground _____ Above Ground _____ Size of Pool (approx gals or size) _____ Type of Sanitizer: Chlorine - Bromine - Salt

- Choose **2 preferred weeks** for your closing and write them in the designated area below.
- If you put a specific date instead of a week, we may **not** be able to accommodate your request.
- We will notify you by email or phone a week or two before with the exact date for your closing.
- No actual times will be given, but we try to give a timeframe, like first or last of the day.
- Closings will occur from 8:30am-5pm Mon-Fri.
- We make every effort to schedule your closing using your first preferred week, but may have to use your second if your first choice is full.
- Closings are scheduled on a **first come, first served basis** (based on when we receive your form or call/email with your preference).

DO NOT LOWER WATER LEVEL! Techs will lower the water to appropriate level at the end of the closing. Water level needs to be **UP TO MID-SKIMMER** so techs can circulate the closing chemicals. Techs will **NOT** add closing chemicals if they can't circulate.

***If a return visit is needed to finish a closing due to the customer not being prepared, a return visit labor charge of \$150/hr will be added to the closing invoice, and we may not be able to return in a timely manner.**

CUSTOMERS RESPONSIBILITIES BEFORE THE CLOSING:

- Customer is responsible for vacuuming debris from pool before closing; techs do **NOT** have time to vacuum at closing.
- Water level should be mid-skimmer & clear. We recommend you test & balance the water before closing. **The pool will be closed in the condition it is found on day of closing.**
- Have gates and locks needed to access the pool site and equipment unlocked.
- Make sure techs have electric and access to running water at the pool site.
- Put winter cover, water bags, winter plugs, gizzmo's & anything needed for the closing by the pool where techs can easily access them.

IN & ABOVE GROUND POOL CLOSING:

(Includes chemicals and the following)

- Remove ladders, stairs, handrails and store on customers property (we don't take anything with us).
- Clean pool filters (backwash sand & D.E. filter and rinse off D.E. filter elements and rinse cartridge filters).
- Blow water from plumbing lines, skimmers, returns, and add non-toxic anti-freeze and install customer supplied winter plugs & gizzmo's, and cap returns and skimmers.
- Add winterizing kit (winter floater & chemicals) and chlorine shock.
- Drain water from pool equipment and drain pool water down to proper winterization levels.
- Install customer supplied winter cover and winter pillow (if applicable) (Winter pillows are optional & not necessary to close the pool).
- Attached spas & water features are included in the closing at no additional cost.
- Techs carry extra winter plugs, gizzmo's, etc on the trucks for an additional cost. If they can't find yours or you don't have them, we will use ours and add it to the closing invoice.
- We have above ground winter covers at our store for an additional cost. If you need one and want us to bring it to your closing, call the store or email us, so we can add it to your closing invoice.

PRICES ARE FOR BOTH IN & ABOVE GROUND POOLS - (INCLUDES CHEMICALS & TAX):

PRICES BASED ON GALLONS OF WATER - Please mark your pool size if known:

SMALL POOL (UP TO 7,500 GAL) - \$378.32 _____ - w/Military-First Resp. Discount \$340.49 _____
MEDIUM POOL (8,000 - 15,000 GALS) - \$423.81 _____ - w/Military-First Resp. Discount \$381.43 _____
LARGE POOL (15,500 - 30,000 GALS) - \$536.47 _____ - w/Military-First Resp. Discount \$482.83 _____
X-LARGE POOL (30,500 - 45K GALS) - \$683.25 _____ - w/Military-First Resp. Discount \$614.93 _____
2X-LARGE POOL (45,500 GALS AND UP) - \$756.85 _____ - w/Military-First Resp. Discount \$681.17 _____

OPTIONAL ADD ON SERVICES:

CLEAN SALT CELL - \$98.27 _____ - w/Military-First Resp. Discount \$88.44 _____
POOL ROBOT TUNE UP - \$75.00 _____ - w/Military-First Resp. Discount \$67.50 _____

- We will take the salt cell &/or robot back to our store and clean them, and then bring them back when in your area, or if you open with us, we will bring them to the opening. If parts are needed, we will contact you with pricing. Parts are not included in pricing above. A separate invoice for the optional services will be put on your account and charged separately from the closing once the service has been performed.

Customer's responsibilities after closing, terms & conditions, payment policy on Page 2.

**PLEASE RETURN THIS FORM AT LEAST
2 WEEKS BEFORE YOUR FIRST
PREFERRED CLOSING DATE.**

CUSTOMERS RESPONSIBILITIES AFTER CLOSING:

- The customer is responsible for removing any debris and/or water that may accumulate on the winter cover and maintain proper water level in the pool over the winter months.
- The customer is responsible for monitoring and correcting the winter cover position after the closing is performed.
- TRG Pools/The Repair Guy is not responsible for cover falling in the pool or straps, springs, or cables breaking, or damaged water bags & pillows over the winter months.
- These situations may arise due to excessive weather conditions that are out of TRG Pools/The Repair Guy's control.
- TRG Pools/The Repair Guy can come out to help re-secure winter covers during the winter months for an additional charge.
- **If you have any issues with the closing or the charges after the closing, you MUST contact us at the store within 5 business days of the closing. You may email or call; leave a message if no one answers. If you do not contact us within 5 business days, we assume everything was done properly and you were satisfied with the services we provided.** If an adjustment to the invoice needs to be made after the card on file has been charged, we can credit your account that can be used on anything purchased in the store or for any services we provide, or we can issue you a refund check for the difference. A reversal on the card may also be done if it is done the same day it is charged. Credits on your account do not expire.

WINTER CLOSING DISCLOSURE: TRG Pools/The Repair Guy will not guarantee any "non-The Repair Guy" built pools plumbing underground because we are unaware of how your pool was constructed. We are not liable for damages beyond our control due to natural causes, freezing, normal wear and tear, neglect, liners floating, tiles cracking, or improper winter care. We will not assume responsibility for the tearing of any covers due to normal removal procedures or winter damage. We will not perform any repairs at the time of the pool closing unless previously discussed. ***Due to the unpredictability of the winter months, TRG Pools/The Repair Guy cannot guarantee your pool will be clean or clear in the spring. We are not responsible for the chemicals or time needed to clean the pool in the spring.***

- We offer a **Winter & Spring Treatment Service** option that can help to reduce the risk of an algae bloom in the off-season. ***There is no guarantee with this service that it will prevent an algae bloom.*** A separate sign up form will be sent out detailing what the service entails with pricing.

TERMS & CONDITIONS:

MISSING OR DAMAGED PARTS: To ensure proper shut down of your pool, any missing/damaged parts will be replaced at our tech's discretion and customer will be billed accordingly. TRG Pools/The Repair Guy will not assume responsibility and/or liability for damages incurred by removal and re-installation of equipment parts which are corroded, rusted, or otherwise deteriorated.

CANCELLATION POLICY: If you wish to cancel any service, please do so at least 48 hours in advance. Please be considerate, as once the schedule is full we cannot take any more reservations for that day. If you cancel the day of closing, you are not giving someone else, or us, the opportunity to fill your spot. Email or call if you need to cancel.

PAYMENT POLICY – PLEASE READ CAREFULLY & SIGN AT THE BOTTOM OF THE PAGE:

- **ALL CUSTOMERS MUST HAVE A VALID CARD ON FILE & A SIGNED CLOSING FORM RETURNED TO SECURE AN CLOSING DATE.**
The card on file may be used for any additional services provided that go beyond the normal closing price, such as additional chemicals beyond the chemicals included in the closing, additional parts like missing/damaged plugs, caps, return fittings, eyeballs, weirs, skimmer baskets, pressure gauges, O-rings, hoses, etc.
-If the additional services and/or parts cost more than \$50, someone will reach out to the customer to explain and get approval.
- **PAYMENT IS DUE IN FULL UPON COMPLETION OF SERVICES.**
- **IF THE CARD ON FILE IS DECLINED, THE CUSTOMER IS TO PAY THE CHARGES ANOTHER WAY IMMEDIATELY.**
- **YOU CAN PAY THE TECH DIRECTLY ON THE DAY OF YOUR CLOSING, BUT A CARD ON FILE IS STILL MANDATORY.** If someone will be home to pay the tech once the closing is completed, techs can take cash or check on the day of closing.
- **IT IS THE CUSTOMERS RESPONSIBILITY TO MAKE SURE PAYMENT IS GIVEN TO A TECH BEFORE THEY LEAVE THE SITE. IF PAYMENT IS NOT GIVEN TO A TECH BEFORE THEY LEAVE, THE CARD ON FILE WILL BE CHARGED BY A TECH ON SITE.**
- **PLEASE DO NOT MAKE THE CHECK TOTAL OUT BEFORE THE CLOSING IS FULLY COMPLETED BECAUSE PRICING MAY CHANGE.** Some pools may not need all the chemicals included in the pricing **OR** additional items may be needed that will change the quoted price of the closing.

PLEASE LET US KNOW HOW YOU WOULD LIKE TO PAY:

- Use the Card On File after the closing is completed – YES ☐ - If you already have a card on file, is the card still valid? – YES ☐ NO ☐
If the card on file is no longer valid, please put the new card info below, or call the store to update your card info.
- Pay the tech directly with Cash or Check on the day of your closing? YES ☐ Card on file is still required for this option)

CREDIT CARD INFORMATION: (If you don't want to put the card info on this form, you may call or come into the store to give us the card info.)

NAME ON CARD _____ CARD # _____

EXPIRATION DATE _____ 3 or 4 DIGIT SECURITY CODE _____ BILLING ZIP CODE FOR CARD _____

- By signing this document below, I hereby authorize The Repair Guy, LLC to perform the work necessary on my pool/property and agree to pay for the parts and labor charges as billed. I agree to pay the credit card company **and not dispute the charges** even though my signature is not on the individual credit card receipts. Payment is due upon completion of services. If the charge is declined, you agree to pay the charges immediately upon receipt of the invoice. As of January 1, 2024, past due accounts will be charged interest at a rate of 2% per month or a \$25.00 late fee, whichever is greater.

- I, the undersigned, authorize The Repair Guy, LLC to use the card listed above or card on file for payment upon completion of services. If you wish to pay by other means you must provide payment in full to the service technician the day of service or prepay before the day of closing. If payment is not presented at the time of service the card on file will be charged. I, the customer, have read and understand and agree with the customers responsibilities, payment policy, and terms & conditions on both pages of the closing form, and agree to pay all balances due at the time of service.

Signature: _____ Date: _____