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# Handyman On-Call Program Bronze Service Agreement

## Details Of Service

Basic scheduled maintenance service for gutters on single family residential buildings.

### At each service call we perform the following:

- Gutters are inspected for damage and any needed repairs.
- Leaf debris is removed from roof and valley flashing.
- Debris is collected from gutters.
- Collected debris is disposed of in a natural area or bagged for your trash pick-up if no disposal area is available.
- Gutters are flushed with water to dislodge any debris trapped in downspouts. Customer must have active exterior water access for flushing to be performed, and weather must be above freezing.
- Driveway and walkways are swept to push leaf debris off walkways and driveways.
- A report of any needed repairs to gutters, and a quoted price for said repairs, will be provided to you.

### BRONZE PLAN - Customer Selected Scheduling - Pricing By Service Location Classification

1 Year Agreement		Recurring Price Per Month X # visits per year				
Select (x)	Schedule Description	S/M	L	VL	XL	XXL
	Customer Selected Schedule - J F M A M J J A S O N D	\$10.23	\$14.13	\$19.09	\$24.49	\$32.37

### BRONZE PLAN - Fixed Calendar Scheduling - Pricing By Service Location Classification

1 Year Agreement		Recurring Price per month based on 4 visits per year				
Select (x)	Scheduled Description	S/M	L	VL	XL	XXL
	Fixed (Feb, June, Aug, December)	\$28.04	\$37.89	\$51.03	\$65.63	\$86.45

### Terms of Service for Handyman On Call Program

Pricing for this program is based on the Classification assigned to the service location. Your service location classification will be based on the home meeting, but not exceeding the following specifications:

**S/M** - Single family dwelling up to 2000 sq ft interior space (incl. garages, sheds and other buildings) with no more than 120 linear feet of gutter troughs. Roof line is no more than 24 feet above ground.

**L** - Single family dwelling up to 3000 sq ft interior space (incl. garages, sheds and other buildings) with no more than 180 linear feet of gutter troughs. Roof line is no more than 26 feet above ground.

**VL** - Single family dwelling up to 4000 sq ft interior space (incl. garages, sheds and other buildings) with no more than 225 linear feet of gutter troughs. Roof line is no more than 26 feet above ground.

**XL** - Single family dwelling up to 5000 sq ft interior space (incl. garages, sheds and other buildings) with no more than 270 linear feet of gutter troughs. Roof line is no more than 32 feet above ground.

**XXL** - Single family dwelling up to 6000 sq ft interior space (incl. garages, sheds and other buildings) with no more than 360 linear feet of gutter troughs. Roof line is no more than 32 feet above ground.

**Paying For Services - Recurring payment for the included services, as noted on this form, is due by the 1st of each month. You have a 5 day grace period to get payment to us without penalty.** If payment in full is not made by the end of day on the 5th day, a late payment penalty of the greater of \$10 or 10% of the amount due will be applied to your unpaid invoice. Interest will accrue on the invoice beginning on the 6th day past due at a compounding daily rate of 0.1%. No exceptions will be made for late payments, and unpaid fees will be added to your next billing cycle. If you have a credit card on file, payment will be processed on the 1st of each month. Additional services are billed by invoice under our standard on-demand billing terms.

**We accept cash, checks, Visa, MasterCard, American Express, Discover/Novus. You may also pay us via PayPal (<http://paypal.me/mgsva>)**

**Material Costs** - Your maintenance program includes all material costs related to gutter debris removal,

**Service Call Invoicing** - In addition to the monthly invoicing for your monthly payments 11 days prior to the due date, a \$0 value invoice will be issued when your service calls are officially placed on the schedule, informing you of the date of service.

**Period of Service - Service agreement covers a 12 month period from January 1 until December 31 of each calendar year. Service automatically RENEWS on January 1 of each year. Prices are subject to change at renewal.** You may cancel this agreement, with notification in writing or e-mail, as long as you have no outstanding balance due after the completion of 1 full calendar year or a \$100 early termination fee will be incurred at time of cancellation. Metro General Services reserves the right to cancel or amend this agreement should any conditions of the service site change, any outstanding balance extends beyond 30 days, or if our ability to fulfill service agreement changes. In such a case when we cancel your agreement, any unused credit from prepaid agreements will be refunded and no early termination fee will apply.

Bill To	Service Location Classification _____
Name:	Name:
Address:	Address:
City/State/Zip:	City/State/Zip:
Phone:	Phone:
E-mail:	E-mail:

I have read the Terms of Service for the Handyman On-Call Program and agree to all terms. I understand that the Membership Fees are non-refundable should I cancel this service agreement. I agree to make payment in full for all services provided as a part of this agreement within the specified time period outlined in this agreement. I hereby authorize John W. Mills and Metro General Services to provide agreed upon maintenance services as noted on this form. **Please sign, print name and date.**

\_\_\_\_\_ Signature \_\_\_\_\_ Date of Signature

\_\_\_\_\_ Print Name <Form-2020-Bronze>