

On-Demand Service Membership

Upon paying the annual membership fee, clients may access any service offered by Metro General Services at the posted time and material rate or may request a whole job quote. Quoted whole job services must be pre-paid, time and material services will require a credit card on file and will be charged out within 72 hours of issuance of final billing for that service call.

Your annual membership also includes up to 4 on-site estimates and 2 site inspections per year. All other services will be subject to either pre-payment or billing, as noted previously.

If you choose not to pay your membership under a recurring annual plan, you will be required to pay the annual membership prior to obtaining additional services, if your membership is expired.

Scheduled Service Plans

Scheduled Service is performed using an annual bundle of manhours ranging from 10 to 30. By selecting a plan of sufficient time for the service demands of your home, you can automate a number of maintenance services such as gutter cleaning, house washing, carpentry and painting, Christmas light installation, exterior light maintenance, etc.

You may use this plan for any service that we normally perform and the labor, up to the manhour limit of your plan, is covered. Material costs for things like caulk, paints, lumber, nails, screws, cleaning chemicals, etc are billed separately from your service agreement payments.

You may select any size time bundle for your home, with the understanding that if you choose a bundle too small you may occur additional labor charges during the year at our normal labor rates once your time bundle is used up. Unused time will rollover into the next year, upon renewal of your service agreement.

We use invoices to track your payments, the time that is used, and your material charges. All invoices are subject to the terms of service posted at our website - www.mgsva.com

Payment of Plan fees: If you choose to pay monthly, you will receive an invoice on or about the 20th of each month requesting payment for the next months plan installment charge. If you pay annually you will receive a single invoice around January 20th for the next years service agreement time bundle cost. Annual payments reflect a 10% discount over monthly installments. Please note, all payments for time bundles are non-refundable, but time purchased does not expire.

Late monthly installments will delay scheduling of service calls until payments are brought up to date.

Service Call and Time Used: Each time we schedule a service call you will receive an invoice in advance that ALWAYS has a \$0.00 value. This is the tracking invoice that we use to track the time you use and a description of what services we will be performing at that visit. This invoice will be adjusted, as needed, to reflect accurate time usage and services performed once the service call is complete. The date on the invoice is the date we are scheduled to appear; if multiple dates are needed for a service, we will note that in an addendum line on the invoice.

Each Service Plan Bundle has maximum number of visits per year that are included for performing services. Each individual visit to your home is treated as a separate service call. Once you have exceeded the maximum number of service calls for your plan, we will deduct 15-45 minutes of travel time to your home (based on your distance from our base of operations in Glen Allen), from your bundle of hours.

Time charges will be billed in 15 minute increments for each team member present, with time beginning when we arrive on site and ending when our vehicle pulls away. We use the daily timeline in Google Maps to track time on site. Size of service team is determined by the type of work being performed as well as level of hazard and may not be adjusted.

Material Costs: If we supply materials for your service call, these materials will be charged to you via a separate invoice that ALWAYS has a value above \$0.00. You will only receive this invoice if we supply materials for your service call, you have a choice to provide any construction materials yourself. If you keep a payment on file with us, you will be charged for these materials within 72 hours of service call completion. If custom materials are required or material costs exceed \$100, such materials must be paid up front.

Material invoicing will also be used for dumping fees or other service based fees we incur providing service to you. All materials and fees are subject to our standard 40% mark-up.

Unless you designate otherwise, we perform the following services, in descending order and up to the manhour limit of your plan, automatically during the year, using materials appropriate to complete the service:

Gutter cleaning (February/March, May/June, September/October, November/December) If you have a plan that is smaller than recommended for your home size we may restrict visits to May/June and November/December so that time remains to perform other services, while still cleaning during critical material fall periods.

Pressure washing (March/April, June/July, September/October) If you have delicate plants that may be injured by cleaning we will schedule you for March/April or September/October. If plants are not a consideration, we will schedule for June/July, after the spring pollen has fallen. Pressure washing includes house, patios, decks, concrete walkways.

Carpentry and Painting (January, April/May, August-October) This includes spot repairs and spot painting, as needed to arrest or prevent water damage.

Christmas Lights (November, December, January) You must opt-in for this service, when you sign up. We will install Christmas lights for your home, using lights either provided by you or lights we lease to you. Lights are removed and re-packed in January, usually after Epiphany (January 6). We can also schedule other months for light displays such as St Patrick's Day (February/March), Independence Day (June/July), and Halloween.

All other services, such as but not limited to, minor electrical, minor plumbing, crawlspace services, may be performed on an automatic schedule at your request, subject to the manhour limits of your time bundle. You may also change the scheduling of your scheduled services within the limits of our scheduling. Other than overflow scheduling for pressure washing or Independence Day lights (June/July), no other scheduled services will be performed in July. Requests to change scheduled services, make on-demand service call requests, or other questions may be e-mailed or faxed to us or you can text us at the business phone number.

Lights Pack Plan

The Lights Pack plan is a 20 man-hour service bundle that includes a budget for light leasing and storage fee for off-site storage of your holiday lights we install for you. We will provide liquid tight storage boxes, desiccants, as well as pre-testing of lights before we bring lights to your site for installation. You may choose from cool or warm LED icicle, cool or warm M5 LED string lights, or Multi-color LED icicle or string lights. Any time not used for light installation, may be used for any service, as with any other service plan. We do not require the lights pack plan for installing your own holiday lights. You may use any service plan or the On-demand membership for installing holiday lights using your own lights.

Renewal, Cancelling or Changing Service

Your service will automatically every January 1 for time bundle plans, unless we determine that your *scheduled service* usage requires a larger or smaller bundle, in which case your plan will be automatically adjusted to fit your scheduled service needs.

Annual membership fees must be renewed after 12 months has elapsed, regardless of whether you have obtained any services or not.

Unused time in any plan will rollover into the next year, if your plan is renewed. You may cancel your plan at any time, but any unused time accrued will be converted to a credit memo for use against future on-demand service, no refunds will be issued. If you have used more time than you have paid for under monthly installment, a final bill will be issued for time overage at our standard labor rates.

You may choose to change the size of your service plan at any time with written notice (e-mail, fax, or text), changes will go into effect at the next billing cycle (usually around the 20th of each month). If your changes reduces your plan size, causing you to exceed the manhours used that year for your new plan, you will be billed for the overage hours at our standard labor rates.



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Handyman On Call Scheduled Service Agreement

Bill To	Service Address () Check here if same as billing
Name:	Name:
Address:	Address:
City/State/Zip:	City/State/Zip:
Phone:	Phone:
E-mail:	E-mail:
Is your Billing phone number able to receive text notices for billing purposes? ()Yes ()No	Is your Service Call phone number able to receive text notices for service calls? ()Yes ()No

All time bundles may be used for any service offered by Metro General Services, LLC. Once the hours in the bundle are used up, additional labor is priced at our current hourly labor rate. 2024 standard labor rate is \$95 per manhour. Plan Bundle rate is \$69.60. On-demand labor rate is \$105 per man hour.

Plan size	On-Demand	Small	Medium	Large	Lights Pack
Man hours included in bundle	0	10	20	30	20
Max number of visits per year with no travel charge.	2	4	8	12	8
Payment	\$399/year	\$58/month	\$116/month	\$174/month	\$184/month
Select Plan (x)					

Please set up Payment On File for your service agreement please provide either a valid checking account or credit card, whose billing information matches the billing address you provided. Payment information is stored in password protected encrypted files. You can also set up recurring payments directly from any recurring billing invoice.

Checking Acct#:

Bank Routing #

CC#

Expiration Date

CVV

I have read the Terms of Service for the Handyman On-Call Scheduled Service Agreement and agree to all terms. I understand that prepaid 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, as well as any additional fees or costs, as outlined in the terms of service. I hereby authorize Metro General Services, LLC to provide agreed upon automatic maintenance services as noted on this form.

If I have provided banking or credit card information on this form, I hereby authorize Metro General Services LLC to using this information for obtaining payment for all service time and materials related to this service agreement.

Please sign, print name and date.

Signature _____ Date of Signature

Print Name <Form-2024-1>