

Terms of Service

Effective Date: July 13, 2026

John H. Coleman Co., LLC Terms of Service

Welcome to John H. Coleman Co., LLC (“Company,” “we,” “our,” or “us”). By using our website, scheduling services, or enrolling in our text messaging program, you agree to these Terms of Service.

1. Services

John H. Coleman Co., LLC provides residential and commercial HVAC, electrical, plumbing, maintenance, repair, replacement, and related services.

2. Scheduling and Estimates

Appointments, estimates, and service availability are subject to scheduling and technician availability. While we strive to meet requested appointment times, unforeseen circumstances may require rescheduling.

Estimates are based on the information available at the time of inspection and may change if additional issues are discovered during the work.

3. Payments

Payment is due according to the terms provided on your invoice or service agreement. We accept approved forms of payment as listed by the Company.

4. Warranty

Manufacturer warranties apply where applicable. Labor warranties are provided according to the terms stated on your invoice, proposal, or maintenance agreement.

Warranty coverage does not include damage resulting from misuse, neglect, unauthorized repairs, power surges, acts of nature, or conditions outside our control.

5. SMS Messaging Terms

By providing your mobile phone number and opting in, you agree to receive text messages from John H. Coleman Co., LLC.

These messages may include:

- Appointment confirmations
- Appointment reminders
- Technician arrival notifications

- Estimate follow-ups
- Customer service communications
- Membership reminders
- Service updates
- Promotional offers (only if you have opted in)

Message frequency varies based on your interactions with us.

Message and data rates may apply.

You can opt out of SMS messages at any time by replying:

STOP

After opting out, you will receive one final confirmation message and will no longer receive SMS messages unless you opt in again.

For assistance

Contact us directly using the information on our website.

Your consent to receive SMS messages is not a condition of purchasing any goods or services.

6. Customer Responsibilities

Customers agree to:

- Provide accurate contact information.
- Provide safe access to equipment requiring service.
- Notify us of any hazards that may affect technician safety.
- Ensure someone at least 18 years of age is available if required for the appointment.

7. Limitation of Liability

To the maximum extent permitted by law, John H. Coleman Co., LLC shall not be liable for indirect, incidental, consequential, special, or punitive damages arising from the use of our services or communications.

Our total liability shall not exceed the amount paid for the specific service giving rise to the claim.

8. Privacy

Your privacy is important to us. Information collected through our website or text messaging program is used solely to provide requested services, communicate with you, and improve customer service.

Please review our Privacy Policy for additional information regarding how your information is collected, used, and protected.

9. Changes to These Terms

We may update these Terms of Service from time to time. Updated versions will be posted on this page with a revised effective date.

10. Contact Information

John H. Coleman Co., LLC

Phone: (865) 350-5119

Website: <https://www.johnhcoleman.com>

If you have questions regarding these Terms of Service, please contact us using the information above.