

Cooper Lane Heating & Cooling LLC

Terms & Conditions

By accepting services, estimates, installations, maintenance, or repairs from Cooper Lane Heating & Cooling LLC, the customer agrees to the following Terms & Conditions.

Estimates & Proposals

- All estimates are valid for 30 days unless otherwise stated.
- Equipment pricing, material costs, and labor rates are subject to change due to market fluctuations.
- Any additional work requested outside the original scope of work may result in additional charges.
- Verbal approvals may be considered authorization to proceed with work.

Payment Terms

- Payment is due upon completion of service unless prior arrangements have been made.
- Installation deposits are required 1 week before work begins.
- Outstanding balances may be subject to finance charges, interest, late fees, and collection costs.
- Accounts over 30 days past due may incur a \$25.00 monthly late fee compounded monthly until invoice is paid in full.
- Returned checks are subject to a \$25.00 returned check fee.
- If a returned check is not made good within 30 days, the account may be subject to additional fees, collection activity, and/or legal action. Cooper Lane Heating & Cooling LLC reserves the right to suspend future service until the outstanding balance has been paid in full.

Financing & Rebates

- Financing approval is subject to third-party lender requirements.
- Rebates, incentives, and utility program approvals are not guaranteed.
- Customers remain fully responsible for the total invoice amount if financing, rebates, or incentives are delayed, denied, or reduced.
- Cooper Lane Heating & Cooling LLC is not responsible for utility company processing delays.
- Coupons are **not applicable** if used in conjunction with financing.

Scheduling & Appointments

- Appointment times are estimated arrival windows. We like to provide a 1 hour window for our technician's arrival time.
- Emergency calls may affect scheduled appointment times.
- Customers are responsible for providing safe and reasonable access to equipment.
- Missed appointments or cancellations without reasonable notice may be subject to fees.

Service & Repairs

- Diagnostic fees, particularly our “Travel & Diagnostic Fee,” covers the technician’s time and expense to travel to your location, evaluate your HVAC system, and determine the cause of the issue via initial inspection, troubleshooting, and professional assessment on identifying the necessary repairs.
- Our Repair Time Rate is the hourly labor charge for the time a technician spends performing repairs on an HVAC system. This rate covers the technician’s labor, expertise, tools, and the time required to complete the repair once the problem has been diagnosed. The repair time rate does not include the cost of parts, materials, or the initial travel and diagnostic fee.
- The “Materials” section of our invoice includes the cost of parts used to affect repairs. At times, depending on the cost of the part or if additional work is needed, these may be quoted separately.
- Repair warranties apply only to the specific work performed.
- Existing or aging systems may experience additional failures unrelated to repairs being completed.
- Cooper Lane Heating & Cooling LLC is not responsible for pre-existing conditions or hidden defects.

Installation Terms

- Installation timelines may vary based on equipment availability, weather, permitting, inspections, and unforeseen conditions.
- Customers are responsible for ensuring clear access to work areas.
- Additional work required due to code violations, hidden damage, asbestos, mold, or structural issues may result in additional charges.
- Permits and inspections will be handled as outlined in the proposal.

Warranty Information

- Manufacturer warranties are subject to manufacturer terms and registration requirements.
- Labor warranties apply only to work specifically performed by Cooper Lane Heating & Cooling LLC.
- Warranty coverage may be voided by misuse, neglect, unauthorized repairs, or lack of maintenance.

Maintenance Agreements

- Maintenance agreement benefits apply only while the agreement remains active.
- Missed maintenance visits do not extend contract terms unless approved by management.
- Pricing and agreement terms may change annually or upon renewal.

Property Protection

- Our technicians take reasonable precautions to protect customer property.
- Customers are responsible for securing valuables and providing a safe work environment.
- Cooper Lane Heating & Cooling LLC is not responsible for damage caused by pre-existing conditions or unsafe work areas.

Limitation of Liability

- Cooper Lane Heating & Cooling LLC shall not be liable for incidental, indirect, or consequential damages.
- We are not responsible for delays caused by weather, supplier shortages, utility companies, permitting delays, or events beyond our control.

Collections & Legal Fees

- Customers are responsible for all collection costs, attorney fees, court costs, and related expenses incurred in collecting unpaid balances.
- Failure to pay outstanding balances may result in collection activity or legal action.

Customer Satisfaction

- Customer satisfaction is extremely important to us.
- Any concerns regarding services provided should be reported promptly so we have the opportunity to address them.

Acceptance of Terms

By approving service, signing an estimate, authorizing work, or accepting installation or repairs, the customer acknowledges and agrees to these Terms & Conditions.

Customer Name: _____

Customer Signature: _____

Date: _____

Cooper Lane Representative: _____

Date: _____