

ACME STOVE – GAS & PELLET SERVICE PLANS†

Customer Name: _____ DATE: _____

Tech Initials: _____

Standard Plan

- **Annual Service Included**
 - o Includes one annual service per year, scheduled in the Off Season
 - o **We will call you** to schedule your service during the Off Season
- **Protection from labor price increases††**
 - o Lock in pricing for service with a Service Plan
- **Priority Scheduling ²**
 - o Guaranteed scheduling of Diagnostic Visits and Repairs within **two weeks** during the Off Season
 - o Guaranteed scheduling of Start-Up Calls, Diagnostic Visits, and Repairs within **three weeks** during the Burn Season
- **Two Start-Up calls per year ³**
- **One Diagnostic Visit per year ³**

Premium Plan

- **Annual Service Included**
 - o Includes one annual service per year, scheduled in the Off Season
 - o **We will call you** to schedule your service during the Off Season
- **Free parts & labor for repairs up to \$350 ¹**
 - o Includes a 3-year extended warranty
- **Protection from labor price increases††**
 - o Lock in pricing for service with a Service Plan
- **Priority Scheduling PLUS ²**
 - o Guaranteed scheduling of Diagnostic Visits and Repairs within **one week** during the Off Season
 - o Guaranteed scheduling of Start-Up Calls, Diagnostic Visits, and Repairs within **two weeks** during the Burn Season
- **Four Start-Up calls per year ³**
- **Two Diagnostic Visits per year ³**

 3-Year Standard Plan††

\$28 / month (or \$336 annually) per appliance

 3-Year Premium Plan††

\$40 / month (or \$480 annually) first appliance

\$33 / month (or \$396 annually) ea. add. appliance

Payment - **Monthly (CC Only)** **Annually - Credit Card** **Annually - Check** 1st Check # _____**VISA / MASTERCARD / DISCOVER – ONLY**

Card Number: _____ EXP: _____ / _____

CVV: _____ ZIP: _____

X _____ DATE: _____

Customer Signature

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Customer Name: _____ DATE: _____

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| | |
|-------------------------------|---|
| Unit 1: Location _____ | Plan Type: <input type="checkbox"/> STND <input type="checkbox"/> PREM / <input type="checkbox"/> Existing <input type="checkbox"/> New Install |
| Make _____ Model _____ | SN _____ |
| Unit 2: Location _____ | Plan Type: <input type="checkbox"/> STND <input type="checkbox"/> PREM / <input type="checkbox"/> Existing <input type="checkbox"/> New Install |
| Make _____ Model _____ | SN _____ |
| Unit 3: Location _____ | Plan Type: <input type="checkbox"/> STND <input type="checkbox"/> PREM / <input type="checkbox"/> Existing <input type="checkbox"/> New Install |
| Make _____ Model _____ | SN _____ |
| Unit 4: Location _____ | Plan Type: <input type="checkbox"/> STND <input type="checkbox"/> PREM / <input type="checkbox"/> Existing <input type="checkbox"/> New Install |
| Make _____ Model _____ | SN _____ |
| Unit 5: Location _____ | Plan Type: <input type="checkbox"/> STND <input type="checkbox"/> PREM / <input type="checkbox"/> Existing <input type="checkbox"/> New Install |
| Make _____ Model _____ | SN _____ |
| Unit 6: Location _____ | Plan Type: <input type="checkbox"/> STND <input type="checkbox"/> PREM / <input type="checkbox"/> Existing <input type="checkbox"/> New Install |
| Make _____ Model _____ | SN _____ |

1 – Limit credit to \$350 per year, per appliance. Customer is responsible for any charges beyond \$350 parts & labor. Warranty on parts and labor is 3 Years or the Manufacturer's Warranty, whichever is longer. **Warranty for existing appliances** includes any components purchased from and installed by Acme Stove. Does not include original factory components or any components purchased from and/or installed by others. Warranty excludes wear items (sand, embers, glass media, and vermiculite) and normal build-up of combustion deposits on any component within the firebox or venting. **Warranty for new installations** includes ALL components of an appliance that was purchased from and installed by Acme Stove, provided the Plan Start Date is no more than 60 days after the date of installation. If Plan Start Date is more than 60 days after the date of installation, existing appliance warranty will apply.

2 – Limit 1 Annual Service appointment per year, per address. All appliances listed on the Service Plan at a single address must receive their Annual Service during the same appointment or additional charges may apply. All Annual Services must be scheduled in the Off Season between April 1st and September 30th. Burn Season is from October 1st to March 31st. All repairs are contingent upon part availability; Priority Scheduling & Priority Scheduling PLUS timeframes begin after Acme Stove has received **ALL** parts and components related to the repair. Only the plan owner may schedule an Annual Service.

3 – **Start-Up Calls** are: a) when the user needs to be refreshed on the proper operation of their appliance, including installation of back-up batteries; b) the pilot light needs to be re-lit and there is **no suspicion** of a defective part; c) the user wishes for a technician to visually observe the start-up of an appliance for cases when they are unsure if a diagnostic or service call may be needed. Start-Up calls are **NOT** to conduct diagnostics or clean any component of the appliance. After the Start-Up call allowance has been used up, standard rates will be applied. **Diagnostic Visits** are any visit where diagnostic work is performed, after the Annual Service has been completed for the year. Diagnostic Visits and Start-Up Calls can only be scheduled by the owner of the plan.

†Plans exclude wood-burning, ethanol, & electric fireplaces. Eligibility for Service Plan to be determined by Acme Stove. Not all fireplaces will be eligible.

††**Service Plan Offer is valid for no more than 30 days from time of service for Existing Appliances and no more than 60 days from date of installation for New Installations.** Plan pricing is locked-in for not more than 3 years. After 3-year term expires, the service plan will be updated to current pricing. Existing Appliance is any eligible appliance that was installed by others, or any appliance installed by Acme Stove more than 60 days prior to Plan Start Date. Plan Start Date will be the first of the next month after sign-up, according to the date Acme Stove received this completed form. The first charge/check will be processed on or after the Plan Start Date. Owner may cancel the Service Plan at any time. No refunds will be issued for monthly charges already processed upon cancellation; Annual Payments will be refunded on a prorated basis; if cancellation occurs after Annual Service has been completed, no refunds will be issued for the one-year service term and any remaining monthly charges for the term will be due at the time of cancellation. All credit card refunds will be issued to the credit card on file. Upon cancellation, all benefits, warranties, and existing orders attached to the Service Plan will be immediately void. Warranties will revert to the manufacturer's warranty and one year labor warranty. By signing this document, you agree to have your credit card kept on file and charged according to the payment option selected. All Service Plans automatically renew on the Plan Start Date anniversary unless cancelled by the owner a minimum of 3 days prior to anniversary. Cancellation after this time may result in an additional charge.