

SERVICE PROGRAM BENEFITS:

- **Free Annual Maintenance.** As a Service Squad Protection Program member, you receive a blanket of protection for your entire home with a significant cost savings.
- **Members-Only Discounts.** Protection Program members receive a 10% discount on any future projects or repairs as long as you remain a member. No other coupons or discounts will apply.*
- **Priority Scheduling.** As a Service Squad Protection Program member, we want to work with your busy schedule! Your job will be scheduled ahead of other projects. This applies to routine and emergency calls.
- **Comprehensive Inspections.** Service Squad Protection Program members receive a thorough inspection of the inside and outside of your home. This includes a full service of your systems and a summary of
- **Preventive Care.** As a Protection Program member, our proactive approach to home service will ensure your peace of mind by preventing further problems from arising.
- **Increased System Life Span.** Regular performance of expert maintenance helps to extend the life expectancy for all systems along with saving you money in the long term!
- **100% Satisfaction Guarantee.** We are confident you will be 100% satisfied. If you aren't happy with the service provided, we'll come back out free of charge!

SERVICE PROGRAM SERVICES:

1 Basement Waterproofing

As a Protection Program member, you will receive a comprehensive annual inspection of all waterproofing products. This includes performance of all maintenance activities to ensure your system operates efficiently, keeping you dry and warm all year long.*



3 Crawl Space Repair

Protection Program members will receive a complete inspection of all crawl space repair products. This includes the execution of any required service associated with your system, ensuring your crawl space remains a clean and usable area for years to come!*



2 Foundation Repair

Members of the Service Squad Protection Program will receive an extensive annual inspection for all foundation repair and wall stabilization products. This includes the completion of all necessary upkeep to ensure your home remains on solid ground!*



4 Radon Mitigation

Members of the Service Squad Protection Program receive a complete radon and indoor air quality inspection once per year. This includes the execution of all required maintenance tasks to keep your home and family safe for many years to come!*



*See reverse side for all tasks associated with a specific service.

PERSONAL INFORMATION

\$9.99

Customer Name

Monthly Total

Address

City/State/Zip

Home Phone

Cell Phone

Email

Customer Signature

Date

Payment Option:

Phone ☐

Online ☐

Authorized RMCBS Representative Signature

Date

Contract Option:

Print ☐

Digital ☐



TERMS & CONDITIONS:

Scheduling Your Visit:

We will contact you for your annual service by either phone or email to schedule your visit. If we don't hear from you, we will send you a reminder postcard in the mail. Please help us schedule your visit in a timely manner by responding promptly by either calling or emailing us at customerservice@completebasementsystems.net. You may also use our scheduling button on our website at www.servicesquadCBS.com for your convenience. We understand your time is valuable and we will be as flexible as we can in an effort to meet your schedule.

If, at any time you need service between your annual visits, call us right away for service and we will be out as soon as we can. As a Service Squad Protection member, you will receive top scheduling priority over other non-member service calls. We are available 5 days a week and there is never an overtime charge! Monday- Friday 8am to 4pm with the exception of holidays.

Discounts & Exclusions:

As a Service Squad Protection member, you will receive 10% off any additional or future repairs. No other discounts will apply with jobs, including but not limited to senior discounts, military discounts and coupons.

What to Expect:

Our free annual visit, which includes a comprehensive inspection for both inside and outside your home. All maintenance activities* associated with your system(s) will be performed, which are listed here:

Basement Waterproofing: cycle and water test sump pump operations, clean sump system liner of sediment and silt, change battery in WaterWatch alarm, evaluate discharge line(s) and potential for freezing, flush and flood test WaterGuard system as necessary.

Wall Stabilization: re-tighten to appropriate torque as necessary, evaluate Powerbrace and/or wall anchor plates, benchmark the position of wall(s) at each location, remove excess anchor rod, perform inspection of foundation/grading/gutters.

Foundation Stabilization: assess benchmarks, replace/add benchmarks as necessary, determine elevations of entire foundation, inspect grading/downspouts/gutters, inspect foundation walls for cracks/efflorescence/water stains.

Radon Mitigation: check radon fan function, inspect for new radon entry points, check radon exhaust point for obstructions, retest radon levels.

Dehumidification: check relative humidity set point, inspect filter, clean heat exchange core and evaporator coil, clean drain pipe, inspect blower/wires/connections/refrigeration system.

Service Squad Protection Program member benefits, terms, and conditions subject to change at any time without notice.

Cancellation Policy:

I understand that this agreement's initial term is for 1 year from the date of membership ("Initial Term"). I may cancel this agreement in writing to Rod Martin's Complete Basement Systems during the Initial Term but, in that case, I agree to pay Rod Martin's Complete Basement Systems an amount equal to the Monthly Total multiplied by the number of months remaining in the Initial Term. Rod Martin's Complete Basement Systems may terminate this agreement during the Initial Term by paying me the difference between the sum of Monthly Totals I have paid and the current retail cost of any services and products I obtained from Rod Martin's Complete Basement Systems during the Initial Term. After the Initial Term, this agreement shall continue on a month-by-month basis and either Complete Basement Systems or I can terminate it at any time by giving written notice to the other. The benefits of the Service Squad Protection Program cease when this agreement is terminated. (Note to new property owners: You must notify Rod Martin's Complete Basement Systems in writing within 30 days of ownership in order to transfer this agreement.) Please don't hesitate to contact us at any time with questions.

Rod Martin's Complete Basement Systems

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Website: www.completebasementsystems.net

Email: servicesquad@completebasementsystems.net

Initial _____ Date _____