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NEW CUSTOMER SERVICE AGREEMENT

Customer Information

CUSTOMER NAME

CELL PHONE

BILLING ADDRESS

SERVICE ADDRESS

EMAIL

Preferred Method of Contact EMAIL TEXT PHONE

Schedule of Service

START DATE | | AMOUNT DUE NOW \$

MONTHLY RATE \$ | DAY(S) OF SERVICE | STOPS PER WEEK

REPAIR(S) Authorizations that are essential to the operation of the pool must be made as quickly as possible to avoid deterioration of water quality. Repairs under \$50.00 will be billed as a matter of routine maintenance. Such as skimmer baskets, pump baskets, weir gates, pool sweep bags, tab floaters, etc. Any amount over that will require customer authorization in advance of the repair.

Customer Approves YES NO



WEEKLY SERVICE INCLUDES

Skim Surface

Vacuum Floor

Balance Water Chemistry

Clean Tile

Brush Walls/Floor

Clean/Backwash Filter

Empty Skimmer/Pump Baskets

Equipment Operation Check

Payment Method

AUTO BANK TRANSFER

Please draft my service from my bank account on the 1st of each month and any repairs upon completion.

ACCOUNT #

ROUTING #

FINANCIAL INSTITUTION

AUTO CHARGE

Please charge my service to a credit card on the 1st of each month and any repairs upon completion. Please note there will be a 3% processing fee on each credit card transaction.

NAME ON CARD

CARD #

EXP DATE

CVV

BILLING ADDRESS

ZIP CODE

CHECK (Select One) I would like all invoices and statements sent via **EMAIL** **U.S. MAIL**

CUSTOMER NAME

DATE

CUSTOMER SIGNATURE

Weekly service is confined to the inside of the pool/spa only. Please note that we do not work on New Year's Day, Thanksgiving, and Christmas. These holidays will not be refunded. If your service day falls on July 4th, it will be moved to another day during the week.

Due to the standard 48 week billing procedure, weekly service is determined on a 4 visit per month schedule. (48 weeks of service out of a 52 week year) Four months of the year have an extra service day (5th service day) which is NOT charged for. These extra days will be taken as vacation during the off season (cooler months), normally November thru March. Customers will be notified in advance.

Ohana Pools of Lakeland is not responsible for maintaining water levels in any pool, spa, or fountain. This is the customer's responsibility.

Service is billed at the beginning of the month for that current service month and must be paid by the 15th of the same month to insure uninterrupted service. Repairs are billed when completed and are due within 15 days of the completion date. You can also pay using all major credit cards or by bank draft. Unpaid bills will result in suspension or cancellation of service. All past due invoices are subject to a late fee of 2% or \$15 (whichever is higher).

If the initial service begins in the middle of the month, the service will be billed at a pro-rated amount due at the time of the first service.

In the event of inclement weather, we will perform a chemical and equipment check only on the pool, leaving out those items that require the use of a pole. No refunds will be given for such visits.

There is a one year warranty on parts and labor for installations and repairs.