



# Provision Enterprises, Inc.

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## HVACR Service Request Form

Customer Name: \_\_\_\_\_

Date: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

### Hardware Information:

**Furnace Brand Name:** \_\_\_\_\_

Model number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Air Filter Size: \_\_\_\_\_ X \_\_\_\_\_ X \_\_\_\_\_

Circle the type of fuel used to fire your furnace: Natural Gas – Propane – Oil - Other \_\_\_\_\_

Furnace location: Example; Basement, crawl space etc: \_\_\_\_\_

**Condenser Brand Name:** \_\_\_\_\_

Model number: \_\_\_\_\_

Serial number: \_\_\_\_\_

**IMPORTANT NOTE:** THE CUSTOMER IS RESPONSIBLE TO MAKE SURE THE EQUIPMENT TO BE SERVICED IS FULLY ACCESSIBLE FOR THE REQUESTED SERVICING OR THE TECHNICIAN WILL HAVE TO RESCHEDULE YOUR APPOINTMENT AND YOU WILL BE CHARGED \$63 FOR THE SERVICE CALL PAYABLE THAT DAY.

**PAYMENT AGREEMENT:** I understand that a diagnostic service fee of **\$145**, for up to a total of one half hour, applies and payment is due in **IN FULL** on the day the services are rendered.

*CONSIDER AN ANNUAL SERVICE AGREEMENT, WHICH SAVES YOU MONEY ON THE CLEAN AND CHECK SERVICES AS WELL AS PROVIDING YOU DISCOUNTS ON FUTURE SERVICE AND REPAIR COSTS, SHOULD THEY ARISE. (THE COST OF AN ANNUAL SERVICE AGREEMENT IS \$299).*

**ADDITIONAL SERVICES:** Issues will be presented to the client along with a quote for the repair(s) of same. Repairs are based on a flat rate pricing system, which would include the cost of the parts and labor and will be billed separately. Client will have the opportunity to review and accept any proposed additional charges, should that be necessary. Payment for said additional services would be payable **IN FULL** on the day the services are rendered.

**My signature below indicates that I have read, understand, and accept the terms of this service request as outlined under sections IMPORTANT NOTE - PAYMENT AGREEMENT - ADDITIONAL SERVICES - LEGAL - and - RETURN AND WARRANTY POLICIES of this document.** If payment is to be made by credit card, my signature approves a charge to my credit card for the full amount due for the parts and labor services rendered as a result of this service order.

\_\_\_\_\_ **Date** \_\_\_\_\_

\_\_\_\_\_ **Authorization Signature**

\_\_\_\_\_ **Print Full Name**

**LEGAL:** Any controversy or claim relating to this agreement, or its breach, or to the relationship created by this agreement shall be settled in arbitration in the state of Illinois. The laws of arbitration shall control all such matters. If any portion of this agreement itself is contrary to law, the remaining provisions shall remain valid.

**RETURN AND WARRANTY POLICIES** on any and all products sold by Provision Enterprises, Inc. are only those offered by the manufacturers and are solely supported by said manufacturers. Any and all returns or warranty claim processing, inquiries, diagnostic services, parts, labor, travel expenses, along with any shipping fees associated with the return of any and all products sold, that require the assistance or service of Provision Enterprises, Inc., will be chargeable services to our customers.

Please sign and fax this form to the fax number listed above. You will be contacted to setup your appointment along with providing you the opportunity to ask any questions that you may have and for us to gather any additional information we may need.