

Welcome!

We would like to take this opportunity to introduce our company and provide you with important information about our service. Please take a few minutes to review what follows. With this Welcome letter, you will find

- 1.) A page that offers some of our company information;
- 2.) A page with the verbiage of our timer cards, and
- 3.) A “**RETURN PAGE**” with a return envelope. **Please return within 7 days of receipt of this letter** or we will consider a non receipt an authorization of any charges for the credit card you have given to the office.

Timer cards are placed in or around your timer box with the date and name of the person who serviced your pool on one side and some important information about our service on the other side.

CUSTOMER RESPONSIBILITIES – Please contact the office with questions or if any of these conditions are present.

- a.) **Locked Gate** – Please notify the office if you add or change a lock. If possible, please use a combination lock. You will be charged for service if your gate is locked on your scheduled service date.
- b.) **Animal(s)** – Please take the necessary steps to secure your animal(s) on the day services are scheduled.
- c.) **Water Level** – Please make sure your water level is at the middle of the tile line to insure the safety of your equipment and for service to be performed properly. If your water level is too low to vacuum when we come to service the pool you will still be charged for full service. We will then shut down your equipment and make every effort to inform you.
- d.) **Equipment Maintenance** – It is the responsibility of each pool owner to ensure properly running, undamaged equipment. AMPAC will not be responsible for the replacement costs of any customer equipment due to age, weathering or neglect.
- e.) **Rescheduling** – If you need to be notified of altered scheduling due to holidays or unknown events, please notify the office. Also, please notify the office if you have an event that would cause rescheduling.
- f.) **Authorization** – For all services **we will automatically replace skimmer baskets, pump pot baskets, pool sweep bags & small parts, floating chlorine dispensers and filter gauges which will be billed to your account.** You may be billed for some chemicals if conditions are out of the ordinary. If we see the need for any other repairs, we will contact you for your approval. **Our service includes treatment for simple green algae. Any other algae**, such as stubborn green, yellow, mustard, brown, black or pink slime **will incur a charge billed to your account.** Request for “No charges without authorization” will be honored. Please sign and return the **“RETURN PAGE”** so that we may honor your request.
- g.) **Salt** – For those customers with a Salt System, we do not provide the salt. If salt is needed for your system your route man can add it for an additional charge to your account. Should you wish to purchase your own salt, you can leave it out to be added at your next visit.
- h.) **Billing** – All pool cleaning billings are dated on your service day, every 4 weeks (not monthly) as pre-paid accounts. They are mailed 7 days in advance.
- i.) **Payments** – Payment is expected upon receipt of invoice unless is set up for automatic payment through your credit/debit. Please note: Credit card payment confirmations for the recurring 4-week service billing will not be mailed unless other charges/credits occur, **or** if the customer specifically requests receipts for each transaction charged. If payment is not received within 28 days from invoice date, **an Administrative Fee of \$25.00** will be assessed due to the additional accounting tasks. Our charge for a return check fee is \$25.00. Your service may be suspended immediately if payment is not received before the next 4 week billing cycle begins unless prior arrangements have been made. American/Pacific Pool Service Inc. will not be responsible for any clean up that will be needed caused by the suspension.
- j.) **Online Payments** – American/Pacific now accepts online payments through “PaymentNetwork” a service from INTUIT makers of TurboTax, Quickbooks and Quicken. Sign up to have your invoice e-mailed and follow the link on your invoice.
- k.) **Cancellation** – Pool cleaning services are continuous. Please contact the office to properly discontinue service. Be sure to write down your cancellation confirmation number. Refunds will not be applied if cancelled in the middle of a billing cycle.

Note: Please keep this letter for your reference

If you have any questions or concerns about your pool service, please notify the office within 48 hours of your scheduled pool service date. We will not assume responsibility if not notified in a timely manner.

RETURN PAGE

**PLEASE COMPLETELY FILL OUT AND RETURN TO OUR OFFICE
BY MAIL OR FAX WITHIN 7 DAYS**

Customer Name: _____ Route _____ Service begins on: _____

American/Pacific Pool Service, Inc.
2317 Michigan Court
Arlington, Texas 76016
Office: (817)-275-5188 ♦ Fax: (817) 275-7815
www.ampacpools.com

I have read the enclosed Welcome letter and understand the contents.

I will notify American/Pacific Pool Service, Inc. of any changes or problems that may occur.

PLEASE SIGN _____

- I require authorization for purchases over \$50.00 \$100.00 Other Any amount
- I have Home Warranty. Please circle **Yes** **No**
- I need to be notified if the service date is changed for reasons other than Holiday, weather or unforeseen circumstances. Please circle **Yes** **No**
- My combination/code is _____
- I would like to have my invoice or statements mailed. **Yes** **No**
- I would like to have my invoice or statements **E-MAILED** **Yes** **No**

E-Mail Address _____

PREFERRED PAYMENT METHOD: CHECK _____, **CREDIT CARD** _____, **ONLINE** _____

****AUTOMATIC BILLING****

We can automatically bill your credit card for services. Save time and trouble by using this service.

By signing this agreement I, _____ recognize and accept the charges for the following services to be rendered:

- Pool Cleaning Services _____ Bi-Annual Filter Cleans _____
- Part Replacements (baskets, etc.) _____ Service Calls _____
- I require authorization for anything other than the above selections

➤ Please process the card below for the above services:

AMEX **DISCOVER** **MASTER CARD** **VISA** (Card on File) _____

CARD# _____ EXP: _____ CREDIT CARD CODE _____

X _____ Date: _____

Customer Signature

American Pacific Pool Service, Inc.

2317 Michigan Court
Arlington, Texas 76016

Office: (817)-275-5188 ♦ Fax: (817) 275-7815

www.american-pacific.org

ABOUT US

American Pacific Pool Service, Inc. has been providing the Dallas - Fort Worth metro-plex with quality service and workmanship since 1995. We provide the following services:

- Pool and Spa Renovations
- Equipment upgrades & repairs
- Heater repairs
- Weekly cleaning services
- One time clean ups
- Drain and Acid washes
- Leak Detections

We specialize in pool and spa renovations. We proudly offer the traditional and time honored white plaster or if you wish to upgrade to one of the exciting finishes now available on the market, choose from an array of colors and textures now available. We offer:

- Pearl Brite – high performance pool plaster
- Diamond Brite – state-of-the-art natural aggregate
- Durazzo – state-of-the-art premium marble aggregate
- SunStone Select – durable exposed aggregate
- SunStone Pearl – natural pebble aggregate
- River Rok – premium natural pebble aggregate
- 3M Colorquartz – ceramic-coated crystals

We also offer installation of mastic and a wide selection of coping and tile. Select your pool & spa tile from basic to natural to a variety of mosaic designs.

Our installation crews and equipment/service technicians are fast, dependable and experienced. We continually strive to provide the best in customer service and satisfaction. Our goal is to make your pool renovation & service experiences both pleasant and painless.

Thank you for your interest in **American Pacific Pool Service, Inc.**

Member of the Fort Worth BBB
Participant in the BBB Pledge to Arbitrate Program
Customer references available

Taking pool service to the next level!

American Pacific Pool Service, Inc.

2317 Michigan Court
Arlington, Texas 76016
Office: (817)-275-5188 ♦ Fax: (817) 275-7815
www.ampacrg

OUR COMMITMENT WHAT YOU CAN EXPECT FROM OUR SERVICE

THE WORK: Route personnel shall perform the following work:

- A. Test water and add chemicals as needed.
- B. Skim pool, empty skimmer and pump pot baskets, empty pool sweep leaf bags and finger filters, clean energy filter, vacuum and brush as needed. (maximum 45 minutes)
- C. Backwash filters as needed (all filters except single cartridge) and adds diatomaceous earth to D.E. filters. The cleaning of single cartridge filters is included with service.

SERVICE EXCEPTIONS: Windy, rainy, severe weather, and Holidays.

- A. **WINDY DAYS:** All the normal services will be performed, with the exception of vacuuming and bottom netting. This is due to visibility problems.
- B. **RAINY DAYS:** All the normal services will be performed, with the exception of netting, vacuuming, and brushing. This is due to increased risk of lightening strikes with the use of items requiring a pole attachment.
- C. **SEVERE WEATHER:** Under extreme conditions, such as ice and threat of tornado or flash flood, services may not be performed at all.
- D. **HOLIDAYS:** Each pool cleaner is given the options of;
 - 1. Begin servicing pools 1-2 days prior to the holiday,
 - 2. Servicing all pools on their scheduled day – including the holiday,
 - 3. Begin servicing pools the day following the holiday,
 - 4. Servicing 5 days of pools in 4 days, excluding the holiday.

OTHER WORK OR MATERIAL as needed, not covered by the standard weekly charge for services noted above. *Subject to advance approval for items over \$50.00.*

- A. Cost of service calls, labor & material to repair or replace parts on the pool system or in the pool itself.
- B. Any other chemicals, other than normal usage in the regular operation and maintenance of the pool.

Note: It could take up to two weeks after wind or rain to get your pool back to normal operating conditions.