

***COMFORT CASH**

When you enroll in one of our membership plans, you'll receive an instant deposit into your Comfort Cash account. Depending on your membership level, we'll add another \$20 to \$50 to your account on the anniversary date of your Comfort Club agreement. Your Comfort Cash can be used towards the replacement of any major serialized equipment covered by your membership plan. Examples of major serialized equipment: furnace, central air conditioning unit, heat pump, boiler, fan coil, or ductless mini split. Minor serialized equipment does not qualify for Comfort Cash. Examples of minor serialized equipment: water heater, water softener, humidifier, zoning system or thermostat. Once you use your Comfort Cash, your accrual will reset to the initial deposit amount and start building up again immediately.

Here's a breakdown of the Comfort Cash benefits:

Optimum Comfort Club: Receive an immediate deposit of \$500 and accrue at \$50.00/year to a maximum of \$1,000 over 10 years.

Premier Comfort Club: Receive an immediate deposit of \$250 and accrue at \$25.00/year to a maximum of \$500 over 10 years.

Basic Comfort Club: Receive an immediate deposit of \$50 and accrue at \$20.00/year to a maximum of \$250 over 10 years.

MEMBERSHIP BENEFITS

If you don't use your membership benefits, you lose them. Inspections, Comfort Cash and system rejuvenations have no monetary value. Comfort Cash can only be used for serialized systems/equipment and accrues with membership payments. If upgrading your membership, your Comfort Cash accrual will reset to year one of your new membership level. If downgrading, your comfort cash will be reduced, but your accrual year will stay the same as your previous membership. Accrual remains in effect only with continued, uninterrupted membership enrollment.

Ductless Systems: 1 Head + 1 Condenser Ductless System = 1 Unit | 2-4 Head Ductless + Up to 2 Condensers = 2 units

Boilers: Boiler systems can only be covered under the Optimum Comfort Club (Boiler, pumps, water heater, fan coil and water/glycol feeder units are included).

EMERGENCY SERVICE

48-Hour emergency service ensures that we'll be able to help you within two days. No matter how busy we might be. 24-Hour emergency service ensures we'll be able to help you within the day. No matter how busy we might be.

Weathermakers is not responsible for delays caused by parts suppliers/manufacturers inability to provide parts in a timely manner.

SYSTEM REJUVENATION

Once a year, usually spring for the air conditioner and late summer for the heater, our technicians will give your HVAC system a thorough inspection and tune-up. During the inspection, the technicians will locate any problems that might cause your heater or AC trouble later in the season. System rejuvenations will not be performed in October or November. Items not included in system rejuvenation: duct cleaning, on-demand water heater flushing, filter media, repairs of any kind, coil cleaning beyond a standard flush or brushing, air balancing, or any other maintenance not directly included within the equipment.

CANCELLATION

Either party may at any time and without cause, terminate a Perpetual Comfort Club agreement by giving written notice of termination to the other party. In the event of cancellation of the agreement, monthly fees expire at the end of the current month in which the payment was made. Yearly pre-paid Comfort Club membership payments are non-refundable. If the customer chooses to cancel within 6-months of joining the Comfort Club program and received a discount on a repair when they joined, the customer will be responsible to repay the discounted portion of that repair.

AGREEMENT PORTABILITY

If you move within Weathermakers service area, you may transfer your Comfort Club membership to your new home. You will maintain your Comfort Cash accrual under terms listed under MEMBERSHIP BENEFITS above.

DISCOUNTED REPAIRS

20% discount on repairs is limited to serialized equipment listed on the Comfort Club agreement form. Repair is defined as a part replacement or adjustment within a serialized piece of equipment covered in the Comfort Club agreement.

20% discount does not apply to replacement of serialized equipment. Examples of Serialized equipment: Furnace, Air Conditioner, Humidifier, Water Heater, HRV, Boiler, Fan Coil, Mini-Split Air conditioner, any other serialized equipment not listed here.

20% discount does not apply to construction work. Examples of Construction Work: installation/modification/replacement of water lines, drain lines, plumbing vent lines, electrical, equipment venting, sheet metal, gas line or ancillary services to serialized equipment. A quoted price will be provided for Construction Work.

BATTERY REPLACEMENT

Battery replacement is FREE when done with the system rejuvenation.

SCHEDULING A SYSTEM REJUVENATION/SAFETY INSPECTION (System Rejuvenation and Safety inspection will always be competed at the same time)

Weathermakers will contact you to schedule your system rejuvenation/safety inspection. However, it is ultimately the customer's responsibility to ensure each year's system

rejuvenation/safety inspection is scheduled and completed. System rejuvenation/safety inspections expire annually at the end of each 12-month period.

PLUMBING INSPECTION

The optional plumbing inspection can be added to any membership for a fee. Customer will receive the associated emergency service and repair discount associated with that Comfort Club.

Buyer's Right to Cancel

You may cancel this contract from the day you enter into the contract until 10 days after you receive a copy of the contract.

If you do not receive the goods or services within 30 days of the date stated in the contract, you may cancel this contract within one year of the contract date. You lose that right if you accept delivery after the 30 days. There are other grounds of extended cancellation. For more information, you may contact your provincial/territorial consumer affairs office.

If you cancel this contract, the seller has 15 days to refund your money and any trade-in, or the cash value of the trade-in. You must then return the goods.

To cancel, you must give notice of cancellation to the address in this contract. You must give notice of cancellation by a method that will allow you to prove that you have given notice, including registered mail, fax or by personal delivery.