



## Residential Large Lawn Elite Equipment Service Membership Agreement

This outdoor power equipment Service Agreement is made between **Elite Small Engines**, located at 1490 Orange Rd Ashland Oh, 44805, and the undersigned customer ("Member") for participation in the Elite Small Engines Service Program. Valid for a single household only.

### Inspection Requirement for Service Eligibility

All equipment must undergo a pre-service inspection by Elite Small Engines before being eligible for the Elite Service Program. This ensures the equipment is in good working condition. If repairs are needed, the customer will be informed of any additional costs. Elite Small Engines reserves the right to deny enrollment if the equipment is deemed unsafe or requires extensive repair.

### 1. Term of Agreement

This Agreement is effective for **one calendar year** from the date of enrollment and is **non-transferable**.

### 2. Included Services

As part of the Elite Service Program, Member shall receive the following benefits during contract term

- **One (1) Free Service** per calendar year per piece (Inspection, Labor, Motor Oil, Motor Oil Filter, Fuel filter, are included) Additional Parts are 10% off.
- **Free Blade Sharpening** when blades are brought in separately, off the machine
- **Reduced Minimum Pick-up and Delivery Fee to \$25 & 10% Discount** above minimum.
- **10% Discount** on parts & Labor for repair or service
- **Priority Scheduling** for all service appointments, subject to availability

### 3. Exclusions & Limitations

- Free Service includes a basic engine inspection, oil change, air filter cleaning/replacement (filter cost not included), spark plug inspection, carburetor check, Deck Inspection.
- Blade sharpening applies only to blades brought in **off the machine**; removal/reinstallation services may incur standard labor fees.
- Discounts do not apply to already discounted items, special order parts, or third-party services.
- Service is limited to residential Riding mowers; Push mowers; String trimmers and Leaf Blowers commercial equipment may be subject to separate agreements or rates.

### 4. Customer Responsibilities

The Member agrees to:



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- Bring equipment in for service or schedule pickup in a timely manner.
- Maintain the mower according to the manufacturer's guidelines between services.
- Provide accurate contact and payment information.

### 5. Payment & Enrollment

- Annual membership fee Schedule: [\$219.00 base charge, \$149.00 2<sup>nd</sup> rider or snow blower. \$69.95 per additional piece including trimmers, blowers, edgers, chainsaws, push mowers
- Full payment is due at the time of enrollment. This fee is **non-refundable** after 30 days of enrollment. The service contract is valid for a single household only. Any violation of this provision will result in immediate cancellation of the contract and forfeiture of all payments made.

### 6. Service Area

Services, including pickup and delivery, are available within 25 miles of shop. Additional fees may apply for locations outside this area.

### 7. Termination & Cancellation

- The Member may cancel this Agreement within **30 days** of enrollment for a full refund, provided no services have been used.
- Elite Small Engines reserves the right to terminate the membership for misuse, nonpayment, or violation of the agreement.

### 8. Limitation of Liability

Elite Small Engines is not liable for incidental or consequential damages arising from equipment failure, misuse, or delays in service, except as required by law. The company's total liability shall not exceed the amount paid by the customer for services rendered under this agreement.

#### Customer Information

Name(s): \_\_\_\_\_

Address: \_\_\_\_\_

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

Date of Enrollment: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Customer Signature: \_\_\_\_\_

Elite Small Engines Representative: \_\_\_\_\_

Model #'s : \_\_\_\_\_

Serial #'s : \_\_\_\_\_