



Residential Portable Generator Elite Service Membership Agreement

This Portable Generator Elite 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 Annual Service Program.

Inspection Requirement for Service Contract Eligibility

All equipment must undergo a pre-service inspection by Elite Small Engines before being eligible for the Service Contract 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 the contract term:

- **One (1) Free Service** per calendar year (Inspection, Labor, Motor Oil, Fuel filter, spark plug are included) Additional Parts are 10% off. Battery test, Load/voltage Test included.
- **Reduced Minimum Pick-up and Delivery Fee to \$25 & 10% Discount** above minimum.
- **10% Discount** on parts and 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, Load Check, battery test
- Discounts do not apply to already discounted items, special order parts, or third-party services.
- Service is limited to residential portable generators; (other contracts available) commercial equipment may be subject to separate agreements or rates.

4. Customer Responsibilities

The Member agrees to:



- 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: \$149.00
- Full payment is due at the time of enrollment. This fee is **non-refundable** after 30 days of enrollment.

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 #: _____

Serial #: _____