

EFFECTIVE OCTOBER 21, 2026

PARKER HOMECARE MEMBERSHIP AGREEMENT

Parker Plumbing Heating Cooling

1905 Drake Drive, Newburgh, NY 12550

(845) 244-0159 · nate@parker-contracting.com

1. MEMBER, COVERED HOME, SELECTED PLAN, AND START DATE

This agreement is between Parker Plumbing Heating Cooling and the member identified at secure checkout. It covers the one home address entered at checkout and the HomeCare plan named on that checkout. The membership starts when the first payment settles. The annual renewal date is 12 months after that membership start date.

2. CHOOSE ONE PLAN

Parker Care AC — \$25/month

- 1 cooling system check per year.
- Priority scheduling.
- 24hr response guarantee or whole year refunded.
- Annual plumbing & electrical whole-home checks.

Parker Care Heat — \$26/month

- 1 heating system tune-up per year.
- Priority scheduling.
- 24hr response guarantee or whole year refunded.
- Annual plumbing & electrical whole-home checks.

Parker Care Heat & AC — \$39/month

- 1 heating system tune-up per year.
- 1 cooling system check per year.
- Priority scheduling.
- 24hr response guarantee or whole year refunded.
- Annual plumbing & electrical whole-home checks.

Coverage limit: AC-Only covers one AC system and no heating system; Standard covers one heating system; Heat & AC covers one heating system and one AC system. Extra systems are priced separately and require a written addition.

Air filters are not included. Parker will install customer-supplied AC filters once per year if they are ready at the visit. A separate filter-replacement service can be priced by the number of filters in the home.

3. MAINTENANCE, ACCESS, AND REPORTS

Parker follows the installed equipment manufacturer's instructions. Only checks that apply safely to the covered equipment are performed. The visit report records work completed, measured readings, access limits, and recommended next steps.

The tune-up is maintenance and condition reporting, not repair coverage. Parts other than an included standard oil filter/nozzle, repairs, permits, wall or ceiling opening, concealed piping or wiring, and work needed to make equipment safely accessible are separate. Parker explains and quotes separate work before performing it.

Clearing clogs, including main drain cleaning, is not a service Parker Plumbing, Heating, Cooling & Electric provides.

The annual plumbing and electrical whole-home check is non-invasive and covers visible and accessible areas. It is not a home inspection, code-compliance certification, or guarantee. Inaccessible and concealed areas are noted but not opened.

After every heating, cooling, and whole-home check, Parker sends the member notes and a written visit report by email only.

4. PRIORITY SCHEDULING AND THE 24-HOUR RESPONSE PROMISE

Members are placed ahead of non-members requesting comparable non-emergency appointments, subject to safety, technician availability, parts, weather, and existing commitments. Priority scheduling does not promise a specific appointment time or emergency dispatch.

Within 24 hours after Parker receives the member's service request, Parker will respond with a solution: a repair, or an emergency heating solution, so the member clearly knows what needs to be done. This is a response promise. It is not a promise that the problem will be repaired or fully solved within 24 hours; parts, component replacement, access, or availability can make completion in that time impossible.

If Parker does not respond within 24 hours, Parker refunds the member's payments for that 12-month membership period.

You must leave a message

We will never miss a call, but in order to do so you are required to leave a message on our phone system at (845) 244-0159 so that we can respond to you. A call without a message is the same as not calling. To be eligible for the 24-hour response refund, you must speak into our phone system and leave a message. If you do not leave a message, the refund is forfeited.

5. PAYMENT AND SALES TAX

The selected plan is \$25, \$26, or \$39 per month. New York sales tax based on the covered home's address is added to the monthly price, and the monthly charge goes to the card the member enters at signup.

6. INITIAL TERM, AUTOMATIC RENEWAL, AND CANCELLATION

Initial term: 12 months, beginning on the membership start date.

Automatic renewal: after the initial term, this agreement automatically renews for another 12-month term, and monthly charges continue at the disclosed price, unless the member cancels renewal.

Cancellation deadline: a member may request cancellation at any time. To prevent the next 12-month renewal and its charges, Parker must receive the request before the annual renewal date.

Current term: Cancellation stops renewal. Monthly payments continue through the current term. There is no cancellation penalty fee.

How to cancel: To cancel, you can either email us at nate@parker-contracting.com or give us a call.

Renewal reminder: Parker will send a reminder with cancellation instructions 15–45 days before the cancellation deadline.

Parker will give clear written notice of a material term change at least 5 business days and no more than 30 days before it takes effect and will follow New York's consent and refund requirements before charging a higher price.

7. AGREEMENT AND ELECTRONIC SIGNATURE

This agreement and any signed written addition are the full HomeCare membership agreement. The membership covers the maintenance checks and reports described here; it is not insurance, repair coverage, a parts plan, or a guarantee that equipment will not fail. Changes must be written and accepted by Parker and the member.

By checking the required consent box in the matching secure Stripe checkout and paying, the member electronically signs this agreement and confirms the selected plan, covered home, 24-hour response promise and its leave-a-message requirement, 12-month term, monthly billing, automatic-renewal consent, and cancellation methods.

Parker promptly emails the member a completed, retainable acknowledgment with this agreement after Stripe records consent and payment. Keep the acknowledgment, agreement, and Stripe receipt for your records.
