



Drain Cleaning Agreement

Service Date:
Customer Name:
Street Address:

Fees and Payment Terms:

- Payment can be made by cash (exact amount only), check, or credit card.
- **Payment is due at the time of service.**
- The return of a check (electronic or paper) will result in a \$50.00 returned check fee in addition to any fees assessed by the banking institution.

Standard fees are as follows, this does not include unforeseen conditions and any additional work.

Main Line Blockage - From accessible cleanout, camera verification, 90-day limited warranty	\$360
Individual Fixture Blockage - Accessible without removing fixture. - 90-day limited warranty	\$90
Toilet Removal and Re-install	\$75
Camera Inspection	\$150
After Hours/ Weekend Surcharge	\$150
** All pricing for flat rate services is allowed one floor up or one floor down from entrance, additional floors incur additional fees**	
Cancellation Fee (If cancelled before arrival.)	\$50

Warranties:

90-day limited warranty on drain cleaning confirmed with camera.

Limitations:

- Foreign objects, wipes, any other non-flushable materials void warranty, and service fee will be charged.
- Excessive Fats, Oils and Grease "FOG"
- Warranty allows one additional cleaning of the same drain line in the 90-day period. Additional call backs will incur fees for further investigation.

**** NO WARRANTY****

- On broken, damaged, root infiltrated drains as confirmed on camera.
- On drain cleaning not confirmed with camera (except individual fixture cleaning).

Terms/ Limitations:

- McKinley Home Services is not responsible for failure of drains due to age, condition, improper installation, or improper use of chemical drain cleaners.

- McKinley Home Services is not responsible for cleaning or sanitation of waste spills.
- Customer shall secure, remove, and protect all property, and its contents, including, but not limited to, adults, children, animals, cabinets, fixtures, flooring, walls, tiling, carpets, drapes, furniture, and vegetation during and upon completion of work and shall hold harmless and indemnify McKinley Home Services, its employees and agents against all claims arising out of CUSTOMER'S failure to do so.
- CUSTOMER shall contact McKinley Home Services within twenty-four hours (24) of discovery of any warranty claim. McKinley Home Services will respond with reasonable promptness between the hours of 9 a.m. to 5 p.m. (Eastern Time) Monday through Friday, excluding holidays.
- There will be an additional charge for drain cleaning if caustic chemicals have been used within 72 hours of our visit.

Unforeseen Conditions:

- If conditions and/or circumstances are encountered at the job site which are concealed physical conditions, or unknown physical conditions of an unusual nature, which differ materially from that which is visually ascertained. CUSTOMER agrees to accept responsibility for such conditions and those circumstances outside the control of McKinley Home Services and further agrees to pay for any labor or materials, including repair to damaged equipment of McKinley Home Services and other plumbing caused by such conditions and/or circumstances.
- It is the intent of this provision to make CUSTOMER responsible (1) for all unforeseen and concealed conditions; and (2) for that which McKinley Home Services cannot control. Accordingly, CUSTOMER further agrees to hold McKinley Home Services harmless and shall indemnify and defend McKinley Home Services and all its agents and employees from and against all claims, damages, losses and expenses, including, but not limited to, attorney's fees, consequential damages, arising out of or as a result from the performance of McKinley Home Services work involving, affecting, or relating to such unforeseen or concealed conditions, regardless of whether such damages are caused in part by McKinley Home Services.

Punctuality / Rescheduling & Cancellation Policy:

- To accommodate our customers with work completed in a timely manner, punctuality is critical. Our servicemen will arrive at your house within a 60-minute time frame. If for any reason we are unable to honor our scheduled appointment, you will be notified as soon as possible, and your appointment will be rescheduled to the next available time.
- If you incur a scheduling conflict, appointments may be rescheduled with a minimum notice of 24-hours. Last-minute cancellations or homeowner-neglected appointments will incur a minimum charge of \$50.

Drain cleaning services are dispatched with one drain cleaning vehicle. Any drain problem that exceeds the capability of the equipment, supplies and materials carried on that vehicle will incur additional charges. Any repairs required can be quoted and a written price quote will be provided.

By signing this agreement, the customer agrees to all terms and conditions listed herein.

Owner: _____

Date: _____

Service Provider: McKinley Home Services, LLC