



WINTER SPA AGREEMENT 2022-23

21 North Middletown Road, Nanuet, NY 10954
Service: 845-947-4200 • Fax 845-947-4298 — **Store:** Fax 845-623-1156
www.westrockpools.com service@westrockpools.com

LICENSE NUMBERS
Rockland #H-00251-25
Westchester #WC-14560-H03
Putnam #PC2785-A
NJ #13VH0313050

Maintenance Services: Maintenance services will be until the customer's request in writing to suspend. Requests to suspend service must be sent to service@westrockpools.com. A surcharge may be added after a severe storm. **Chemicals will be added as needed and will be billed additionally.** We will gladly use your chemicals if they are visible and easily accessible during time of service.

If we have to remove snow from the cover, there will be a \$25 charge.

- Spa Weekly Service \$79.00** per visit: Once a week we balance the chemicals and clean the filter as needed. **We drain, clean, and refill the spa when it is necessary for a charge of \$269**
- Spa Bi-Weekly Service \$89.00** per visit: Our weekly service is performed every other week. Customers are responsible to maintain chemical levels on our off-week and Westrock Pool and Spa cannot be held responsible for the water clarity. Excess chemicals may be necessary if the spa chemistry is not maintained weekly. If follow-up visits are necessary, they will be billed at our regular rate.
- Spa Monthly Service \$129.00** per visit: Our weekly service is performed once a month. Customers are responsible to maintain chemical levels throughout the month and Westrock Pool and Spa cannot be held responsible for the water clarity. Excess chemicals may be necessary if the spa chemistry is not maintained weekly. If follow-up visits are necessary, they will be billed at our regular rate.
- Swim Spa Weekly Service \$149.00** per visit: Once a week we balance the chemicals and clean the filter as needed.
- Swim Spa Bi-Weekly Service \$179.00** per visit: Our weekly service is performed every other week. Customers are responsible to maintain chemical levels on our off-week and Westrock Pool and Spa cannot be held responsible for the water clarity. Excess chemicals may be necessary if the spa chemistry is not maintained weekly. If follow-up visits are necessary, they will be billed at our regular rate.
- Cover Care \$ 129** A one-time waxing and cleaning of your spa cover
- Spa Drain, Clean, and Refill \$ 269** We drain your spa, clean it, refill it, and add balance the chemicals.
- Swim Spa Drain, Clean, and Refill \$ 350** We drain your swim spa, clean it, refill it, and add balance the chemicals.
- Service Call \$179.00 for the first hour and \$85.00 per each additional ½ hour** (1 hour minimum). Parts are not included. We will call for authorization only if the necessary parts are over \$100.00. More than one visit may be needed to complete the repair. **We do not service spas that were not bought from Westrock. We cannot service spas that are over 5 years old**

We will not perform any service in severe weather, service will be rescheduled at our discretion. Repairs will be billed at the rate of \$179.00 up to one hour and \$85.00 for each additional ½ hour of service. All jobs will be considered satisfactory unless Westrock is notified in writing within 3 days of service. Prices are for Rockland, North Orange and Bergen counties only. Other counties will be charged a \$75 trip charge each visit. We cannot be held responsible for damage to liners that are six or more years old. A 1.5% monthly late fee will be charged to all accounts delinquent 30 days. Any court or collection fees become the responsibility of the homeowner. **Credit Card information is mandatory.** Your card will be charged once service is complete. **We will not perform any services without a valid credit card and a signed credit card authorization form.** You will be charged a \$75.00 trip fee if you cancel your scheduled service on site. We cannot complete our service without full access to your spa. If we do not have full access, you will be charged a \$75 trip fee for the attempted service. Sales tax will be applied to all products and services. Prices are subject to change. Gas surcharges may apply to each service.

Name: _____ E-mail: _____ I have read the Service Agreement and accept the terms set forth.
Address including zip code: _____
Home Phone: _____ Cell Phone: _____
Chemicals Used: Chlorine Bromine Other _____
Authorized Signature _____ Date _____ / _____ / _____
Cardholder acknowledges the contract above and agrees to abide by the credit card terms and conditions.

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Credit Card Payment Authorization Form

Please complete all fields. You may cancel this authorization at any time by contacting us in writing. This authorization will remain in effect until cancelled.

Here's How Recurring Payments Work:

You authorize regularly scheduled charges to your Visa, MasterCard, AMEX or Discover card. You will be charged each service for the total amount due for that period.

Please complete the information below:

- I _____ authorize Westrock Industries DBA Westrock Pool & Spa to process a charge to my credit card at any time that my balance is due for services rendered.
- I _____ authorize Westrock Industries DBA Westrock Pool & Spa to keep my credit card indicated below on file but only authorize a one-time payment for this service. I understand that if I need further service, I will need to fill out an additional authorization form.

Credit Card Information

Card Type: MasterCard VISA Discover AMEX

Cardholder Name (as shown on card): _____

Card Number: _____

Expiration Date (mm/yyyy): _____ CVV#: _____

Cardholder ZIP Code (from credit card billing address): _____

I authorize the above-named business to charge the credit card indicated in this authorization form according to the terms outlined above. If the date of service falls on a weekend or holiday, I understand that the payments may be executed on the next business day. I understand that this authorization will remain in effect until I cancel it in writing, and I agree to notify the business in writing of any changes in my account information or termination of this authorization at least 7 days prior to my next service date. This payment authorization is for the type of bill indicated above. **I certify that I am an authorized user of this credit card and that I will not dispute the scheduled payments with my credit card company provided the transactions correspond to the terms indicated in this authorization form.**

Customer Signature

Date