



Terms of Service

Revised as of January 1 2026

Terms of Service: Residential Mechanical Maintenance Agreement

1.1 Scope of Service Agreement:

This Agreement is a fixed-term, prepaid residential mechanical maintenance contract entered into between the Customer and Planet Home Care. This contract is strictly an agreement for the performance of preventative maintenance, safety inspections, scheduled tune-ups, and priority service dispatching as itemized in the plan description.

1.2 Explicit Non-Insurance Disclosure:

This Agreement is not an insurance policy, a home warranty, a mechanical breakdown insurance plan, or a contract of indemnification. Planet Home Care does not underwrite financial losses, guarantee the infinite lifespan of mechanical systems, or insure against accidental property damage or acts of God. The fees paid under this agreement are exclusively for the reservation of certified technician labor, scheduled equipment optimization, and discounted retail service dispatch credits.

1.3 No Automatic Renewal:

This contract is established for a strict, non-renewing duration of twelve (12) consecutive months beginning on the date of purchase. It will automatically terminate upon expiration of the 12-month term. No automated recurring billing or unauthorized secondary charges will be processed against the Customer's original payment method or financing account. To maintain ongoing service benefits beyond the 12-month term, the Customer must manually purchase a new, standalone annual agreement.

1.4 Equipment Eligibility & Baseline Operational Status:

This service agreement is designed to optimize, clean, and maintain residential systems and appliances that are in safe, functional, and working order at the time of contract purchase.

- **Exclusion of Pre-Existing Failures:** This agreement explicitly excludes any pre-existing mechanical failures, broken components, or inoperable systems present prior to the purchase date.
- **Initial Diagnostic Evaluation:** Planet Home Care reserves the right to perform a baseline mechanical evaluation during the first scheduled service visit. If a system or appliance is found to be non-functional, unsafe, or failing during this initial evaluation, it will be deemed ineligible for maintenance benefits under this agreement.
- **Resolution of Non-Eligible Equipment:** If a system is deemed ineligible due to pre-existing failures, the customer will be provided with a standalone, separate retail estimate for the required repairs. Once those repairs are independently completed and the equipment is restored to standard operational status, the equipment will be integrated into the maintenance plan for the remainder of the 12-month contract term.