



Provision Enterprises, Inc.

A.T.T.G.O.J.C.

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HVACR Service Request Form

Customer Name: _____

Brief description explaining the reason for the service request:

Date: _____

Phone: _____

Fax: _____

Email: _____

Brief description of your service request:

Hardware Information:

Furnace Brand Name: _____

Model number: _____

Serial Number: _____

Air Filter Size: ____ X ____ X ____

Circle the type of fuel used to fire your furnace: Natural Gas – Propane – Oil - Other _____

Furnace location: Example; Basement, crawl space etc: _____

Condenser Brand Name: _____

Model number: _____

Serial number: _____

IMPORTANT NOTE: CUSTOMER IS RESPONSIBLE TO MAKE SURE THE EQUIPMENT TO BE SERVICED IS FULLY ACCESSIBLE FOR THE REQUESTED SERVICING OR TECHNICIAN WILL HAVE TO RESCHEDULE YOUR APPOINTMENT AND YOU WILL BE CHARGED \$145 FOR THE SERVICE CALL PAYABLE THAT DAY.

PAYMENT AGREEMENT: My Signature below signifies my understanding that a minimum service call fee of \$145 for up to the first half hour applies and that payment for this amount along with any additional time, **PLUS PARTS**, are payable **IN FULL** on the day the parts and labor services are rendered. I also understand that any additional time required, beyond the minimum service call fee, will be billed at the rate of \$125 per hour in half hour increments as needed. If payment is to be made by credit card, my signature approves a charge to my credit card for the full amount due for the parts and labor services rendered as a result of this service order.

My signature also indicates that I have read, understand, and accept the IMPORTANT NOTE - PAYMENT AGREEMENT - LEGAL - and - RETURN AND WARRANTY POLICIES outlined in this document.

_____ Date _____

Signature

_____ Print Full Name

LEGAL: Any controversy or claim relating to this agreement, or its breach, or to the relationship created by this agreement shall be settled in arbitration in the state of Illinois. The laws of arbitration shall control all such matters. If any portion of this agreement itself is contrary to law, the remaining provisions shall remain valid.

RETURN AND WARRANTY POLICIES on any and all products sold by Provision Enterprises, Inc. are only those offered by the manufacturers and are solely supported by said manufacturers. Any and all returns or warranty claim processing, inquiries, diagnostic services, parts, labor, travel expenses, along with any shipping fees associated with the return of any and all products sold, that require the assistance or service of Provision Enterprises, Inc., will be chargeable services to our customers.

Please sign and fax this form to the fax number listed above. You will be contacted to setup your appointment along with providing you the opportunity to ask any questions that you may have and for us to gather any additional information we may need.