



HOME MAINTAINENCE CLUB

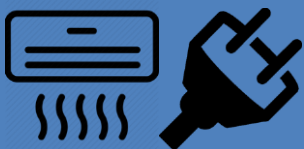
(2665939 ONTARIO INC.)

WELCOME to the CLUB!

HMC Membership Agreement

We're happy to help you maintain your home and your living standard. We've got technicians around the clock and all year round.

This is your membership agreement. It states what your membership consists of and the type of benefits you'll be getting. Take a quick read and call us if you need any more information or clarification.



Repairing and Maintenance Services Agreement

We're happy to see you've joined the thousands of other Canadians across our great nation that joined us for their **home maintenance & Repairing**. No job is too small and no job is too big, HMC is here to help so call us when you feel the need for some help around the house!








That's what we do.

Your annual membership covers one residential Dwelling; it is detached, semi-detached, townhouse, condominium unit or apartment, modular home, & manufactured homes. No commercial or business use property where units are being used will be covered. If you wish to enroll a commercial property, please call HMC directly for Small Business Pricing at **416-740-0079**. In order for your appliances to be covered, you must register each appliance along with their **brand and model and serial number**. You may update your **online profile** with this information once you've been **approved** as a member.

You can **book** a Certified Maintenance Technician at any time, we're here to help you 24/7/365. Members can go online at www.myhmc.ca or you can call us any time at 416-740-0079 to book a technician.

Please remember that HMC only provides maintenance and repair services. HMC will NOT REPLACE ANY UNIT, APPLIANCE OR ITEM IN YOUR HOME. YOU, as the customer understand that not all appliances, units or items can be repaired. If the appliance, unit or item cannot be repaired, HMC is not obligated to perform any services on said appliance, unit or items. HMC reserves the right to determine that any appliance unit or item cannot be repaired, and will need to be replaced by the member at their expense.

One Home, One Membership Plan. Over One Year (12 Months). The following appliances and items are Covered with Your **Membership for Repairing**:

-  Furnace
-  Air Conditioning
-  Plumbing
-  Electrical
-  Water Heater
-  Appliances (Stove Oven, Washer/Dryer, Dishwasher/Fridge)
-  If you have more than one appliance you will need to purchase

Additional coverage for that Appliance *(See individual prices in Service Plans below)*

416-740-0079
membersupport@hmc.ca
www.myhmc.ca

Home Maintenance Club
11 Westmore Drive Unit 10
Toronto M9V 3Y6
Attention: Member Support

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HMC provides 2 types of plans.

- 1 - Repair plan.
- 2 - Repair plus Maintenance & Seasonal Services.

When to have maintenance done:

COOLING

| JAN | FEB | MAR | APR | MAY | JUNE | JULY | AUG | SEPT | OCT | NOV | DEC |
|-----|-----|-----|-----|-----|------|------|-----|------|-----|-----|-----|
| | | | ← | | | | | → | | | |

All HMC yearly repairing and maintenances plans come with the benefit of certified technician preventive maintenance visit which would initial a full home maintenance report with recondition by HMC Technician how to maintain and keep running your home efficiently.

If you want extra furnace and air conditioning seasonal services you can buy (Repairing plus Maintenance & Seasonal plan.

Call: 416-740-0079

Operating pressures

Checking temperature

Checking belts

Inspect for hazards materials

Inspect air quality (O2, CO2)

Check unit for quality of working condition

Service visit

All members enjoy the qualified touch a certified technician from HMC.

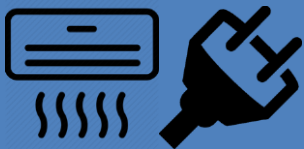
The necessary parts associated with repairing you unit will determined by the technician.

A written estimate will be provided before any necessary begin action.

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If need be, this estimate will be used to continue and complete any and all work to the manufacture's specification.

According to the member plan and coverage

They will be invoiced in accordance to the completion of work.

If any building or zoning issues are found during diagnoses the technician must notify HMC head office for further instructions.

Please disclose location of the unit when you are speaking to the (member support) to have the technician proceed, before coming to your residence.

HMC Membership Repair & Maintenance Services Plans

HMC offers 3 membership plans with different levels of prices and benefits.

Third plan is covering the yearly service of air condition and Furnace. you can call and ask about that.

Prices subject to change and can be found on our website.

You will be provided a price for your membership prior to enrollment.

Your price will last for your initial enrollment terms.

Silver: Members receive a free diagnosis valued at \$99 + 2 hours of free Labour on a call. Each extra hour will be billed to members @ discounted market rate per hour. Silver plan holder is allowed 6 service calls in one year. Additional service call will be subject to the additional fees.

Gold: Members enjoy everything in the silver membership package along with free Labour on each call. Gold plan holders are allowed 12 service calls in every membership year.

Platinum: enjoy including everything from silver and gold plans along with Free Labour Plus Parts & unlimited service calls.

Use of any services within the first 10 days is subject to being pro-rated if cancellation is requested. HMC cannot guarantee the availability of any part required to conduct repair or service to a member appliances, Units or items

If Manufactures have dis-continued the parts or the make of the units, the repair may be delayed. HMC may not be able to repair the appliances, units or items and it will need to be replaced. For Plumbing and Electrical jobs, some conditions will apply. The following items are not included in the membership

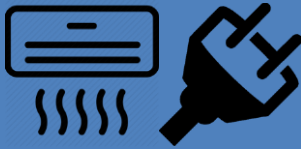
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- Environmental charge for refrigeration recovery
- Vacuuming and refill of the cooling unit.

HEATING

| JAN | FEB | MAR | APR | MAY | JUNE | JULY | AUG | SEPT | OCT | NOV | DEC |
|-----|-----|-----|-----|-----|------|------|-----|------|-----|-----|-----|
| | | | | | | | | | | | |



ADDITIONAL SERVICES

All HMC plans come with the benefit of a Certified Technicians visit if you are covered in yearly maintenance plan which would entail a full Home Maintenance Report with recommendations by HMC on how to maintain and keep running your home efficiently. If you want extra yearly Furnace and Air-conditioning seasonal full services you can buy full coverage plan add few more dollars.

- Operating Pressures
- Checking Temperatures
- Checking belts
- Inspect for Hazardous materials
- Inspect Air Quality (O₂, CO₂)
- Check Unit for quality of working condition

All parts and labors are covered in a membership with retail value maximum of \$1000. Your membership includes a hassle free replacement of any parts required to bring any units back to manufacturer's quality. Any upgrades and specialty product or part will be charged extra discounted prices.

All members enjoy the qualified touch of a Certified Technician from HMC. Parts deemed necessary and associated with repairing your unit will rely on the Technician & manufacturer.

The maximum number of hours covered by your membership is 4 hours of Certified Technician hours, at which time each additional hour will be charged at 3% of the total billed parts and labor combined.

A written estimate will be provided before any necessary work begins. If need to be, this estimate will be used to continue and complete any and all work to the manufacturer's specification. According to the members plan and coverage, they will be invoiced in accordance to the completion of the work.

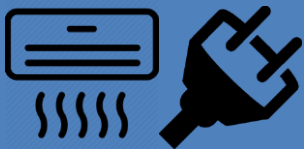
Regular Repair plus Free Diagnostic plans:

Silver: Membership: Regularly priced at \$359.88 annually. Members enjoy a free diagnosis valued at \$99 + 2 hours of free labour on each call. Each extra hour will be billed to the member at a 20% Discounted rate per hour and discounted parts. Silver plan holder Allowed 6 Calls in Year to use Service.

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Gold: Membership: Regularly priced at \$479.88 annually. Members will enjoy everything in the Silver Membership package along with free labour on each call. Gold plan Holder Allowed 12 Calls in Year to use Service.

Platinum: Membership: Regularly priced at \$599.88 annually. This includes everything from Silver and Gold, along with free labour Plus Parts. Unlimited calls.

Coverage is provided as soon as a member joins HMC. Use of any services within the first 10 days is subject to being pro-rated if cancellation is requested.

HMC will confirm a technician to service the Repairing call within 4 hours of placing the request. If manufacturer has discontinued the part or the make of the unit is unavailable, HMC will give the Price to member for that item under a pro-rated basis.

Any member who may wish to cancel their membership may do so at any given time. There is an administrative fee of 1% of the total annual cost to be charged by HMC.

Diagnoses

Our Technician will follow the Agreement and will do the Service accordingly.

Our technician need clean & safe environment to do diagnoses.

Our Technician will do general Check Up.

HMC Membership Repair Service Plans Breakdown:

We've broken down the average monthly cost of repair or service required for each component of your house. Every member has a specific type of membership. The following will explain the member benefits and inclusive features.

Payment for your membership

Annual Payment plans are setup yearly will be debited from your credit card providing on the renewal date automatically annually.

If you wish to cancel you services, you must inform HMC of this cancellation a minimum of 30 days before the next year payment due date.

Late payment bills will be charged and extra @ 1.5% per month or 18% per year.

It is the member's responsibility to cancel membership or change payments method.

If you decide to move your plan from one residence to another residence, the member will be responsible to disclose the new address and new equipment's information.

Any unit or fixture located outside the boundaries off the homeowner residence will not be covered under any membership

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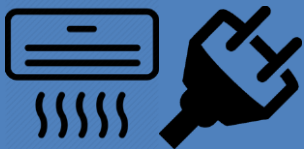
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What's Not Covered with Your Membership?

Not a whole lot, we cover every member's situation according to the highest quality standard and we repair all items to manufacturer's quality standard. Replacement of any part not associated with the mentioned member benefits are not covered in memberships, such as:

Fixtures/Faucets

Sinks

Septic Systems

Frozen Pipes

In-floor Heating

Cleaning of Drains and Basins

Pipe Replacements causing poor pressure

Appliances, Units and items not covered With Membership:

Ductless Wall Units and ducts.

Furnace or Air conditioning and being used over its.

Any rental Appliances, units and items.

Appliances, units and items which has not registered with HMC.

Any Appliances, units or items not readily excesses sable by our

Authorized Technicians.

Our technician will not move any furniture or other any items in order to excess to appliance units or

Items, to be serviced. Your appliances unit or items must easily excess able.

- Fixtures/faucets/Sinks
- Septic system
- Frozen pipe
- In-floor or base board heating
- Cleaning of drains and basin
- Pipes replacement causing poor pressure
- Environmental charge for refrigeration recovery
- Vacuuming and refill of the cooling unit
- Alarm systems
- Aluminum wiring
- Buttons/caps/ handles
- Ceiling fan
- Central vacuum system
- Circuit board overload

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- Fixtures
- Nobs/hinges
- Intercoms
- Power failure
- Power surge
- Refrigerants/coolants
- Remote controls
- Smart home devices
- Special wiring
- Back check walls, Batteries, Draining of any salts, Furnace filter, Coils
- Any other item not listed as a covered item in the above sections
- Appliances, units and items used in a manner which violates any law or government by-law.

Additional Terms and Conditions – All Plans are also subject to the terms and conditions set out under the heading “General Terms and Conditions.

Exclusions

Members may request for 30 days off initials sign up. HMC hold the right to refused to coverage for any brand, type, or models or units.

Maintenance repaired caused by faulty work from previous technician will be disclosed and corrected as a member benefit.

Any damage related to fire, flooding, or any other natural, volunteer or deliberate action will not be covered.

Cancellation of membership within 10 Days – if you cancel your membership, HMC will remove your information from the data base and payment until your membership cancelled will be charged.

Your membership does not cover any more than one unit of each service offered by HMC. No coverage is provided for any unit being used for commercial or non-residential use. Members may request for services after 30 days of initial sign up. HMC holds the right to refuse coverage for any brand, types, or models of units. Maintenance repairs caused by faulty work from previous technicians will be disclosed and corrected as a member benefit.

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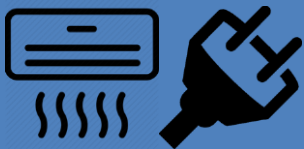
database and payments until your membership is cancelled will be charged.

Any unit or fixture located outside the boundaries of the homeowner will not be covered under any membership. Exclusions include; Back Check valves, Batteries, Draining of any sort, Furnace Filters, Coils.

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Force Majeure:

HMC is not responsible for failing to perform our obligations or for any loss to you under this Membership Agreement if we are prevented from doing so by events or circumstances beyond our control, But we shall try our best to provide you service and save your losses as much as possible. Reason able Conditions will apply. HMC will not replace the item. HMC provide service bias on the plan. HMC Maintenance and Repairing Service Provider. HMC will cover the plan which member bought.

Terms and Conditions

One residence will be covered, under one plan.

It is the member's responsibility to provide the required information regarding appliances and units to HMC for record keeping.

HMC technicians reserve the right to refuse service if there safety or safety of their surrounding is question

One residence will be covered under selected plan.

It is the member's responsibility to provide the required information regarding appliances & units to HMC for record keeping. HMC Technicians reserves the rights to refuse services if their safety or safety of their surrounding is in question.

HMC reserves the rights to modify the terms & conditions time to time & upgrade & change the contents of the agreement without notifying the members and the employees(Service Provider) if it accrued then will be notified within 30 days to all interested parties.

Conflict:

If there is a conflict or inconsistency between the information on the enrolment form the Member who sign the membership this Agreement takes priority to the extent of such conflict or inconsistency.

Notice of Condition:

You will not allowed to assign this plan or Agreement without written authorization from HMC. We can provide notice to you by personal delivery, mail (including registered mail), phone, or by e-mail. If the e-mail addresses which you have provided us changes, you will need to give us your updated e-mail address. Correct mailing address, your correct working phone number where we can reach you.

Ask for Full Coverage Plan Repair & Maintenance, Yearly Seasonal Free Service Furnace and Air condition.

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We here to help you: 24/7-365.

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