



358A Main Street  
 Emmaus, PA 18049  
 610-965-POOL (7665)  
 bbcustompools.com  
 PA HIC#: 000981 NJ HIC#:13VH04418500



**Residential Service Call Agreement**

- \$150 Service Customer
- \$250 Non-Service Customer
- \$50 Emergency Call Add On
- \$25 Distance Surcharge (20-30 miles from 358A Main Street)
- \$75 Distance Surcharge (30-50 miles from 358A Main Street)

**Service Call Policies:**

- 💧 Customers who utilize B&B Custom Pools (BBCP) for opening, and/or closing in the 2025 season qualify for service customer pricing. Non-Service Customers and first-time customers are required to have a credit card on file before a service call is made. If the customer signs up for a closing with B&B Custom Pools, a \$100 credit will be given on the closing for the price difference.
- 💧 Work orders are completed on an equipment-priority basis. Equipment necessary for pool function including pumps, filters, and controls are a priority. It may take several days up to a couple weeks for a technician to be available for non-essential equipment issues such as heaters, vacuums, and lights. If you believe your issue is an emergency, you may prepay for the service call with the emergency call add on to have one of our technicians come sooner or outside of our regular business hours. BBCP reserves the right to deny any emergency call based on scheduling and technician availability.
- 💧 The initial service call is meant to diagnose the issue. If there is a simple repair or small part replacement that can be completed at the time of diagnosis and the labor is covered by the initial service call, the work will be done. Up to \$200 in repairs will be completed without further approval. Over \$200 will include a quote and will not be completed until the quote has been signed.
- 💧 A 50% deposit may be required for large repairs or replacement equipment. If a deposit is required, it will be noted in the quote. Upon approval of the quote, an invoice for the deposit will be sent. Once the deposit is received, the parts necessary will be ordered and the work will proceed.
- 💧 Equipment warranties will only be honored on equipment that BBCP regularly services. Labor charges may apply. Most manufacturers do not include labor in their warranties. Any labor to repair or replace equipment under warranty will be invoiced at the completion of the service.
- 💧 Cancellation policy: If a service call is scheduled, it must be cancelled by 4:00 PM the night before it is scheduled. This is to ensure that it can be removed from the schedule. Any late cancellation will be subject to a \$100 trip charge.

Name:		Name on Card:	
Address:		Card Number:	
Phone:		Security Code:	
Email:		Expiration Date:	
Signature:		Date:	