

Lloyd HVAC Services Inc.

Preventative Maintenance Plan – Recurring Monthly Payment Terms & Conditions

By enrolling in a Lloyd HVAC Services Inc. Preventative Maintenance Plan and providing a valid payment method, the customer ("Customer") authorizes Lloyd HVAC Services Inc. ("Lloyd HVAC") and its authorized payment processor to automatically charge the Customer's selected payment method in accordance with the terms below.

1. Recurring Monthly Payments

The Customer authorizes Lloyd HVAC to process the applicable **monthly Preventative Maintenance Plan payment, plus HST**, using the payment method provided during enrollment.

Recurring payments are scheduled to be processed on the **21st day of each month**.

2. Payment Authorization

By submitting payment information and accepting these terms, the Customer confirms that:

- They are authorized to use the payment method provided.
- Lloyd HVAC is authorized to process recurring monthly payments for the selected Maintenance Plan.
- The authorization will remain in effect until the Maintenance Plan is cancelled or the recurring payment authorization otherwise ends in accordance with the applicable Maintenance Agreement and these terms.

3. Secure Payment Information

Customers should enter their payment information through the approved secure payment method provided by Lloyd HVAC.

For security purposes, **credit card information should not be sent by email**.

4. Failed or Declined Payments

If a scheduled payment is declined, unsuccessful, or cannot be processed because of an expired or invalid payment method, the Customer remains responsible for the outstanding amount.

Lloyd HVAC may contact the Customer to request updated payment information and arrange payment of any outstanding balance.

Failure to bring the account up to date may result in the suspension of Maintenance Plan benefits or services until the outstanding balance has been paid.

5. Updating Payment Information

The Customer is responsible for maintaining a valid payment method.

If a credit or debit card expires, is replaced, or otherwise becomes unavailable, the Customer should promptly update their payment information to avoid interruption of their Maintenance Plan.

6. Changes to Monthly Plan Pricing

Monthly charges are based on the Maintenance Plan and equipment enrolled at the time of billing.

Lloyd HVAC reserves the right to adjust Maintenance Plan pricing in accordance with the applicable Maintenance Agreement and Terms & Conditions. Where required, Customers will be provided with notice of a change before the revised amount is charged.

7. Additional Services and Repairs

Recurring payment authorization applies only to the charges included in the Customer's selected Preventative Maintenance Plan.

Repairs, parts, additional services, filters, equipment, diagnostic services, or other work not included in the selected plan will be charged separately and will not automatically be added to the recurring monthly payment unless separately authorized.

8. Cancellation of Recurring Payments

Requests to cancel the Maintenance Plan or recurring payment authorization must be made in accordance with the cancellation requirements contained in the applicable Lloyd HVAC Maintenance Agreement and Terms & Conditions.

Cancelling recurring payments does not eliminate responsibility for any amounts already owing or other obligations incurred before the effective cancellation date.

9. Receipts and Records

A record of recurring payments will be maintained through the applicable payment processing system. Customers should retain their payment confirmations and Maintenance Agreement for their records.

10. Customer Authorization

By selecting the acknowledgement checkbox, electronically signing, or otherwise accepting these terms during enrollment, the Customer confirms that they have:

- Read and understood these Recurring Monthly Payment Terms & Conditions.
- Authorized Lloyd HVAC Services Inc. to process the applicable recurring monthly Maintenance Plan payment.
- Agreed to recurring payments being processed on the **21st of each month**.
- Agreed to the applicable **Preventative Maintenance Agreement and Terms & Conditions** governing their selected plan.

Customer Acknowledgement:

☐ I have read and agree to the Recurring Monthly Payment Terms & Conditions and authorize Lloyd HVAC Services Inc. to process my Maintenance Plan payment automatically each month using the payment method I have provided.

Customer Name: _____

Service Address: _____

Selected Maintenance Plan: _____

Authorized Monthly Amount: \$ _____ + HST

Customer Signature: _____

Date: _____