

# Home Service Plus

# GENERAL CONDITIONS FOR HOME SERVICE PLUS

## INTEGRAL GROUP SOLUTION AGREEMENT (“AGREEMENT”)

**Member Name (“MEMBER”):**

**Address:**

**Monthly Cost: \$\_\_**

**Effective Date: \_\_/\_\_/\_\_\_\_**

### 1. DEFINITIONS

- 1.1. **AGREEMENT TERM:** Period during which the MEMBER has the right to SERVICES under this AGREEMENT, which shall be continuous until cancelled by you or us, on a month-to-month basis from the EFFECTIVE DATE.
- 1.2. **COORDINATE/COORDINATION:** The administrative activity provided by IGS that requires arranging and synchronizing different activities and defining the most appropriate way to bring together the available resources to comply with the MEMBER’s SERVICE REQUEST.
- 1.3. **EFFECTIVE DATE:** The date your AGREEMENT is effective, and you are eligible for SERVICES, which shall be the 20 calendar days following receipt of your first payment.
- 1.4. **IGS/We:** Integral Group Solution S.A; the entity with which the MEMBER enters the AGREEMENT and which is responsible for the COORDINATION of SERVICES identified under this AGREEMENT.
- 1.5. **MEMBER/You:** The individual listed on this AGREEMENT who contracts for SERVICES. Note, people that fall into the first and second degree of consanguinity (spouse, parents, children, siblings, grandparents and grandchildren) who reside at the same address as the MEMBER at the time of the SERVICE REQUEST are included in the definition.
- 1.6. **PROVIDER:** The company or natural person, which may be a third-party technician, employee, supplier, professional or operator of IGS, identified by IGS to assist the MEMBER in the provision and delivery of any SERVICE.
- 1.7. **RESIDENCE:** A permanent, occupied, immobile building established on a specific piece of land ("Property") designated solely for residential use, including:
  - Single-family residences
  - Townhouses
  - Multi-family dwellings
- 1.8. **SERVICE REQUEST:** A MEMBER request for SERVICES that shall include IGS’ COORDINATION of a PROVIDER and the development of a quote that shall include: 1) the labor cost required to complete the SERVICE, 2) the date(s) of SERVICE and 3) other information, including materials, necessary for completion.
- 1.9. **SERVICE(S):** The specific assistance services identified in Section 3 provided to you. This shall only include the labor required to complete the SERVICES identified.

### 2. COVERAGE

IGS will pay directly to the PROVIDER the reasonable cost of any covered SERVICE REQUEST from a MEMBER for the COORDINATION of SERVICES provided under this AGREEMENT. Any SERVICE provided is subject to all terms and conditions of this AGREEMENT, and all limitations, exclusions and conditions apply. Unless specifically stated otherwise in this AGREEMENT, the MEMBER will not be reimbursed by IGS.

### 3. SERVICES

#### 3.1. Call An Expert Assistance

##### SERVICE(S) Provided

Our video chat Experts can help you with plumbing, electrical, appliance repair, HVAC, and handyman issues in real-time via telephone or video call with an Expert who can help provide a diagnosis for a breakdown or item that isn’t working properly, walk you through a home maintenance project you aren’t sure how to tackle, and answer your questions. Our Experts can help provide the information you need to get the issue repaired or the project completed.

##### Limit

Unlimited virtual calls/video calls

#### 3.2. Repair/replace burst of any interior water pipe

##### SERVICE(S) Provided

Covers labor costs for repairs of any interior water pipe.

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### Exclusions

- Unclogging any portion of Your Drainage System extending outside Your Home.
- Negligence and obstruction due to foreign objects such as tree roots, cleaning wipes, feminine products, etc.
- Due to damaged or broken pipes.

### Limit

This SERVICE is subject to a maximum limit set as specifically set forth in the Section 10.

### **3.3 Emergency Unclogging for Sinks, Bathtubs, & Showers**

#### SERVICE(S) Provided

Labor costs for emergency unclogging of completely blocked kitchen sinks, bathroom sinks, bathtubs, and showers.

#### Exclusions

- Unclogging or repairs for parts of your drainage system outside your home.
- Obstructions or damage caused by foreign objects like tree roots, cleaning wipes, or feminine products.
- Problems related to damaged or broken pipes.

#### Limit

- This SERVICE is subject to a maximum limit set as specifically set forth in the Section 10.

### **3.4 Main Interior Water Valve Repair & Installation**

#### SERVICE(S) Provided

Covers the cost of labor for the repair or replacement of the main interior water valve. This valve is the primary control for water flow from the main water line into your residence. This service includes:

- Repairing a malfunctioning main interior water valve.
- Replacing a damaged or faulty main interior water valve.

#### Exclusions

- Repairs or replacements of water valves other than the main interior water valve.
- Issues related to water valves that are part of the water distribution system beyond the main interior valve.
- Problems caused by external factors, such as water pressure issues or damage from sources outside of your residence.

#### Limit

- This SERVICE is subject to a maximum limit set as specifically set forth in the Section 10.

### **3.5 Garbage Disposal Repair & Installation**

#### SERVICE(S) Provided

Covers labor costs for the repair or installation of your garbage disposal unit. This service includes:

- Repairing the garbage disposal by replacing worn or broken parts; Lubricating the motor to ensure smooth operation; Unjamming the disposal if it becomes clogged or stuck; Resetting the garbage disposal to restore functionality; Installing a new garbage disposal unit if replacement is necessary.

#### Exclusions

- Damage caused by negligence or misuse, such as improper use of the garbage disposal (e.g., disposal of non-food items).
- Repairs related to external power supply issues or faulty electrical wiring.

#### Limit

- This service is subject to a maximum limit as specified in Section 10 of this agreement.

### **3.6 Electrical Emergency Repairs**

#### SERVICE(S) Provided

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Covers the cost of labor for basic electrical repairs and installations in your home. This includes Repairing tripped circuit breakers; Fixing flickering lights; Diagnosing and repairing malfunctioning switches; Addressing issues with non-working electrical outlets; Installing new basic electrical components, including switches and outlets.

### Exclusions

- Wiring or rewiring of the electrical system.
- Electrical inspections for potential energy losses, billing issues, or comprehensive system evaluations.
- Large-scale power outages or issues with the electricity network requiring major repairs.
- Repairs to non-standard electrical systems including knob-and-tube wiring, aluminum wiring, or other outdated materials.
- Repair or replacement of electrical appliances, including Appliances; Lamps and ballasts; Specialty bulbs and outdoor lighting fixtures; Fluorescent tubes and other light bulbs; Circuit overloads and associated repairs; Checking ampere ratings or verifying compliance with electrical standards from other service providers.

### Limit

- This service is subject to a maximum limit as specified in Section 10 of this agreement.

### **3.7 Gutter & Downspout De-clogging**

#### SERVICE(S) Provided

Includes labor for de-clogging gutters and downspouts to ensure proper water flow and runoff. This service covers. Removing debris and obstructions from gutters and downspout; Attaching or re-attaching gutters and downspouts to ensure they function correctly; Caulking visible cracks or gaps that affect water runoff; Painting to match the appearance of existing gutters and downspouts as needed.

### Exclusions

- Major repairs or adjustments to the gutter system beyond basic attachment or re-attachment; including painting.
- Uncovering or addressing issues with sewage pipes or water damage caused by poor waterproofing of the roof or exterior walls.
- Repairing damage caused by dampness or leaks resulting from gutter issues.
- Sourcing or providing materials beyond basic supplies for the de-clogging service.
- Addressing damages inside the home due to lack of gutter maintenance.

### Limit

- This service is subject to a maximum limit as specified in Section 10 of this agreement.

### **3.8 Wall Mounting Services**

#### SERVICE(S) Provided

Includes labor for the professional installation of various items on your walls. This service covers Mounting TVs, monitors, and other electronics such as security system devices and speakers, Hanging mirrors, shelves, and similar items on walls.

### Exclusions

- Costs for wall mounts, brackets, or hardware necessary for the installation. The customer is responsible for providing or purchasing these items.
- Installations at unsafe or non-conventional sites as determined by the service provider. This includes any sites deemed inappropriate for safe and secure mounting during the initial visit.
- Repairs or additional work required due to pre-existing damage to walls or structures.
- Complex installations requiring specialized tools or extensive modifications beyond standard wall mounting.
- Electrical work or modifications to existing wiring required for the operation of mounted electronics.

### Limit

- This service is subject to a maximum limit as specified in Section 10 of this agreement.

### **3.9 Locksmith Service**

#### SERVICE(S) Provided

Covers labor for accessing your home through the main door when you are locked out.

### Exclusions

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- Doors other than the main entry door to the home.
- Opening or repairing security or reinforced doors.
- High-security locks and associated systems.
- Repairing or replacing interior locks and interior doors that restrict access to rooms or areas inside the home.
- Opening, changing, or repairing locks on wardrobes or cabinets.
- Locks or repairs resulting from lack of maintenance or neglect

### Limit

- This SERVICE is subject to a maximum limit set as specifically set forth in the Section 10.

### **3.10 Exterior Glass Repair**

#### SERVICE(S) Provided

Repair or replacement of broken windows that is part of the exterior facades of the home or premises that faces the street and causes a safety risk to the home, its occupants, or third parties.

#### Exclusions

Mirrors of any kind; glass doors and sliding windows; safety windows; glass with designs (such as drawings, colored glass, or corrugated glass); glass that exceeds 4mm thickness; types of glass that, despite being part of the building structure, are not part of the exterior façade of the home or do not face the street; any breakage of face glass that is protected by balconies or by bars; or any breakage in façade glass due to vandalism, riots, public events, or natural phenomena.

### Limit

This SERVICE is subject to a maximum limit set as specifically set forth in the Section 10.

## **4. MEMBER'S OBLIGATIONS**

MEMBER must comply with the following obligations or IGS may elect to not provide SERVICES contemplated under this AGREEMENT:

- Refrain from arranging, paying, requesting or coordinating any SERVICES contemplated under this AGREEMENT without first making a SERVICE REQUEST to IGS.
- Ensure a person at least eighteen (18) years old is always present when PROVIDER is present at the RESIDENCE.
- Be current on all monthly payments and not in arrears.
- Cooperate with all PROVIDERS and IGS to ensure access and availability to all areas and materials to perform the SERVICES contemplated under this AGREEMENT.
- Secure all preapprovals and compliance requirements, including permits, homeowner association restrictions/approvals and governmental requirements (e.g., municipality, county, state or other governmental authority) prior to the beginning of any SERVICE contemplated under this AGREEMENT.
- Agree to pay any costs, fees or expenses in the event the SERVICE REQUEST exceeds the limit of SERVICES authorized under this AGREEMENT, which shall be, at the direction of IGS, paid directly to the PROVIDER.

## **5. REIMBURSEMENT**

IGS will reimburse the MEMBER any amounts, subject to the limit identified in the SERVICES, incurred for any SERVICE REQUEST for which IGS cannot identify, deploy or source a PROVIDER. Expenses must first be incurred, and receipts/invoices provided to IGS before reimbursement is provided for reimbursement consideration and within the 10 days of the event occurrence.

## **6. GENERAL TERMS AND LIMITATION OF LIABILITY**

- IGS shall not be liable, nor assume any responsibility, for any SERVICE provided under this AGREEMENT by any PROVIDER, whether sourced by IGS or otherwise. In no case will IGS reimburse the expenses incurred, and in no event will IGS be responsible, for any damages, expenses, negligent repairs, commercial repairs, securing of permits or other governmental permissions to perform service, code violations or upgrades, injuries or any other financial obligations and/or liability that may flow from the provision of assistance SERVICES provided under this AGREEMENT.
- Any recourse for SERVICES provided by a PROVIDER shall be pursued separately and distinctly from IGS. If services are available under a separate program, such as a warranty, service contract or other benefit, this AGREEMENT and IGS' services are secondary.
- This AGREEMENT is non-transferrable without the express, written consent from IGS.
- This AGREEMENT is not insurance and is not required for the purchase of any good or service.
- The MEMBER agrees to resolve any and all disputes arising under this AGREEMENT through arbitration, and you surrender your right to go to court on any dispute arising under this AGREEMENT. To begin arbitration, either you or IGS must make a written demand to the other party for arbitration. The arbitration will take place in front of a single arbitrator and will be administered under the Expedited Procedures of the Consumer Arbitration

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Rules (“Rules”) of the American Arbitration Association (“AAA”) in effect at the time of the filing of the dispute. Unless mutually agreed otherwise, the arbitration shall take place in the state and county where the MEMBER resides. Should arbitration not be viable, whether by court decree or other reason, MEMBER agrees to waive and forever surrender the right to a jury trial. If a lawsuit therefore arises, the matter shall be tried before a judge.

- Any provision contained herein which is found to be contrary to applicable laws shall be deemed null and void and the remaining provisions shall continue in full force and effect.
- If IGS pays or renders service for a SERVICE, we may require MEMBER to assign us your rights of recovery against others. We will not pay or render service for a SERVICE if you impair these rights to recovery. Your rights to recover from others may not be waived. You will be made whole before we retain any amount we may recover.
- This AGREEMENT constitutes the entire agreement relating to your SERVICES under this AGREEMENT. This AGREEMENT confirms your eligibility to receive SERVICES under this AGREEMENT. No verbal or written representations by any PROVIDER or other third party, or any marketing materials outside of this AGREEMENT, shall be of any legal effect to this AGREEMENT.
- This AGREEMENT is only valid for RESIDENCES in the United States and its territories.

### 7. GENERAL EXCLUSIONS

This Contract only covers a single-family residence used primarily for residential purposes which does not exceed 2 stories in height and/or 5,000 square feet, including an apartment, condominium, townhouse, or manufactured home that is attached to a permanent foundation. In the case of an apartment, condominium, townhouse, or manufactured home which is established on shared property, this Contract only covers the specific property listed on the Declarations page and does not cover shared or common area items. Properties listed on a historical register, and any property used in whole or in part for business purposes such as, but not limited to, day care, group home, rest home, church, school or sorority/fraternity are not covered.

This Contract does not cover the service, repair, or replacement of any property covered by other insurance, warranties, or guarantees, including but not limited to, manufacturer’s contractor’s builder’s, distributor’s, home service agreement, or home warranty. This Contract will be secondary to any such insurance, warranties, or guarantees.

We are not responsible for incidental, consequential, special, and/or punitive damages and You agree to waive any and all claims for such damages, arising from, resulting from and/or related to the Breakdown of any Covered Property, including, but not limited to, food spoilage, loss of income, additional living expenses, and/or other property damage.

If We have reasonable grounds to suspect or have evidence that You have (or anyone acting for You) has made a fraudulent claim, then We may decline the claim and recover from You the cost of any claim already paid to You under this Contract and the cost of any investigation into such fraudulent claim under this Contract. We may also report You to the relevant authorities and share the details with other providers / industry bodies to prevent fraudulent claims.

This Contract does not cover Breakdowns which may result from causes other than normal wear and tear, such as without limitation:

- lack of routine maintenance and cleaning as specified and recommended by the manufacturer;
- rust and corrosion;
- sediment build up;
- abuse, misuse and/or neglect;
- lightning strikes, power failure, power surge;
- missing components, parts or equipment;
- animal, pet and/or pest damage;
- fire; casualty; flood; smoke; earthquake; freeze damage; acts of God;
- manufacturer’s improper design, use of improper materials and/or formulas, manufacturing process or any other manufacturing defect;
- accidental damage;
- structural damage and/or property damage;
- negligence, pre-existent conditions, & renovations;
- accidents; war; acts of terrorism; nuclear explosion, reaction, radiation or radioactive contamination; insurrection; riots; vandalism; or intentional destruction of property;
- any noise without a related Breakdown;
- mold, mildew, mycotoxins, fungus, bacteria, virus, condensation, wet or dry rot, regardless of the source, origin, or location;
- lack of capacity in the existing system or appliance, under/oversized systems in relation to the square footage for the area being heated or cooled;
- conditions of insufficient or excessive water pressure;
- conditions of inadequate wiring capacity, circuit overload, power failure and/or surge;

use of Covered Property in a manner other than as intended by the manufacturer that is likely to increase the likelihood that the part or system will be damaged or require repairs

### 8. HOW TO REQUEST SERVICE

- MEMBER must call IGS at (833) 460-3330, available 24/7, for a SERVICE REQUEST to obtain SERVICES under this AGREEMENT.

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- Once a SERVICE REQUEST has been made to IGS, the MEMBER will receive an authorization code from IGS, including any additional contact information and requests to deliver and COORDINATE SERVICES under this AGREEMENT.

### 9. CANCELLATION

- To cancel your AGREEMENT, call (833) 460-3330, and a cancellation refund will be timely processed on a pro rata calculation based on the amount you have paid for this Agreement and the time remaining in the AGREEMENT TERM. IGS may cancel your AGREEMENT at any time by providing at least thirty (30) days' notice. IGS may cancel your AGREEMENT without notice for nonpayment of premium, any material misrepresentation of any fact, condition or requirement under this AGREEMENT or for any other breach of this AGREEMENT.

### 10. PRICE INCREASE

- IGS may change the MONTHLY COST for this AGREEMENT at any time with thirty (30) days' prior written notice.

### 11. SERVICES MAXIMUM LIMIT

IGS   Integral Group Solution		Home Service Plus		
Coverage	Integral Home Service	Enhanced Home Service	Home Service Plus	
Call An Expert Assistance	Unlimited	Unlimited	Unlimited	
Repair/replace burst of any interior water pipe	Up to \$1,000 2 service calls / \$500 per call annually (12 months).	Up to \$1,500 2 service calls / \$750 per call annually (12 months).	Up to \$2,000 2 service calls / \$1,000 per call annually (12 months).	
Emergency sink, & shower back up unclogging				
Interior water valve repair & replacement				
Garbage disposal repair & replacement				
Electrical emergency repairs				
Gutter & Downspout De-clogging				
TV wall mounting				
Locksmith Service				
Exterior Glass Breakage Service				