

STEDMAN'S CARE CLUB

MEMBER AGREEMENT

Effective when accepted at enrollment.
Stedman's Plumbing LLC • CSLB #1110490
7940 N Maple Ave, Suite 102, Fresno, CA 93720
(559) 770-9772 • info@stedmansplumbing.com

1. The Program

Stedman's Care Club (the "Program") is a paid maintenance and priority-service membership offered by Stedman's Plumbing LLC ("Stedman's"), CSLB #1110490. Enrollment in the Program does not create a contract for any specific plumbing repair or installation, which is contracted separately.

2. Membership Fee

\$27.00 per month, or \$324.00 per year if paid annually in advance. Fees are billed in advance and are exclusive of any applicable taxes. The membership fee is subject to change on renewal upon 30 days' advance written notice.

3. Term and Auto-Renewal

Membership has an initial term of twelve (12) months from the enrollment date ("Initial Term").

THE MEMBERSHIP WILL AUTOMATICALLY RENEW AT THE END OF THE INITIAL TERM AND EACH SUBSEQUENT TWELVE-MONTH TERM AT THE THEN-CURRENT RATE, UNTIL CANCELED BY YOU.

You will be notified by email at least 15 days before each renewal with the renewal date and price. This automatic renewal disclosure is provided in accordance with California Business & Professions Code Section 17600 et seq.

4. Included Benefits

During an active membership, you are entitled to the following benefits, subject to service availability and scheduling:

- One (1) whole-home plumbing inspection with sewer camera per membership year (signup bonus: available immediately upon enrollment)
- One (1) water heater flush per membership year
- One (1) drain cleaning service per membership year
- Priority dispatch on service calls
- Twenty percent (20%) off all labor charges on billable service work
- Three (3) year workmanship warranty on all repairs performed during active membership
- Six (6) year labor warranty on all water heater installations performed during active membership (non-members receive the standard three-year installation labor warranty)

Included services must be requested and scheduled during the membership year in which they are earned. Unused benefits do not carry over to subsequent years and have no cash value.

5. Priority Dispatch

Priority dispatch means members are scheduled ahead of non-members for same-day and next-day service requests, subject to technician availability and emergency prioritization. Priority dispatch does not guarantee same-day service and does not apply to work outside our standard service area.

6. Cancellation

You may cancel your membership at any time by contacting Stedman's at info@stedmansplumbing.com, by phone at (559) 770-9772, through your account on our website at stedmansplumbing.com/care-club/cancel, or by written notice sent to 7940 N Maple Ave, Suite 102, Fresno, CA 93720. Cancellation notice submitted at least thirty (30) days before the end of any Initial or renewal term will stop the next automatic renewal. Once you cancel, your membership benefits remain active through the end of the paid term. The Initial Term is a twelve-month commitment; cancellation during the Initial Term stops the next renewal but does not entitle you to a refund of Initial Term fees, except as required by law.

7. Refunds

Monthly fees paid are non-refundable. Annual pre-payments are non-refundable except that if you cancel within thirty (30) days of your initial enrollment, you may request a full refund of any pre-paid annual fee. After the initial 30-day window, annual pre-payments are non-refundable.

8. Transfer

Membership is tied to the primary property address on file. If you sell the property, you may transfer the remaining term of the membership to the new owner upon written notice to Stedman's; the new owner assumes all rights and obligations of the membership for the remainder of the current term. Membership may also be transferred to a new property address for the same account holder upon written notice.

9. What Membership Does Not Include

Membership does not include: parts, materials, permits, fees paid to third parties, work performed by non-Stedman's technicians, work outside our service area, or damage caused by neglect, misuse, hard water where recommended maintenance was not followed, freezing, or acts of God. The 20% labor discount does not apply to the membership fee itself, to membership-included services, or to prior work.

10. Warranty Limitations

Warranties provided under this membership apply only to workmanship on service performed by Stedman's during active membership. If a repair or installation fails due to age, corrosion,

sediment or scale buildup from missed recommended maintenance, hard water, freezing, misuse, or manufacturer defects, the extended warranty does not apply. If your membership lapses, warranties on prior work revert to the standard non-member warranty terms in effect at the time of the original service.

11. Suspension for Non-Payment

If any membership fee is not paid within 30 days of the due date, Stedman's may suspend membership benefits and warranty coverage until the account is brought current. Membership may be terminated by Stedman's if fees remain unpaid for 60 days.

12. Modifications

Stedman's may modify the Program benefits, pricing, or these terms with 30 days' advance written notice to members. Continued membership after the effective date of any modification constitutes acceptance.

13. Governing Law

This Agreement is governed by California law. Any dispute shall be brought in the state or federal courts located in Fresno County, California.

14. Contact

Stedman's Plumbing LLC

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ENROLLMENT ACKNOWLEDGMENT

By enrolling in Stedman's Care Club, I confirm that I have read and agree to the terms of this Member Agreement, including the automatic renewal terms in Section 3, as required by California Business & Professions Code Section 17600 et seq.

Member Name: _____

Property Address: _____

Enrollment Date: _____

Billing Plan: ☐ Monthly (\$27.00/month) ☐ Annual (\$324.00/year)

Signature: _____ Date: _____