

GENERAL CONDITIONS AND EXCLUSIONS



Our family providing your family with home comfort for over 90 years.

Landry & Martin Oil Co. has provided service in the greater Providence area, the Blackstone Valley area, and southeastern Massachusetts for over 90 years.

The time-tested business, family-owned since 1932, is now managed by the dedicated second and third generations of Landry & Martin professionals.

"Since day one, we have shown steady growth," the company stated. "We attribute that growth to our reputation for prompt, courteous, efficient service, and quality heating products. Our main objective is to keep our customers satisfied – we're always looking for better ways to serve them."

The full-service company works with both residential and commercial clients, offering a wide variety of heating plans based on a wide variety of needs. With their decades upon decades of combined experience, there is no problem in their field that they cannot solve.

Services include automatic deliveries, year-round 24-hour emergency service, free heating surveys, and high-efficiency equipment. All heating and air conditioning equipment is installed by the family business's licensed technicians.

Always understanding and willing to work on a personal level with their clients, Landry & Martin offers affordable contracts, personalized budget plans, and senior citizen discounts.

**For more information, please call
(401) 723-4012.**

1. The Comfort Plan is limited to burner rates up to three gallons per hour. Oil tanks, oil lines, and any associated problems are specifically excluded unless otherwise noted. Landry & Martin Oil Co., Inc. reserves the right to inspect the equipment covered before acceptance. Any parts necessary for acceptance will be charged at prevailing rates unless otherwise specified. The plans may be billed monthly and renew annually; if the customer cancels the plan for any reason before the end of the service period, the customer is responsible for the remaining balance on the Comfort Plan. The plan and billing will renew automatically at the annual start date unless canceled by either party with written notice at least 30 days prior to the anniversary date.

2. This Comfort Plan is not a boiler or furnace replacement policy. Discounts do not apply to new boiler or furnace installations. Discounts on parts and labor may be discounted by up to 15%. Discounts apply to wear and maintenance items. Landry & Martin Oil Co., Inc. reserves the right to deem equipment not worth repairing based on factors such as age and condition, in which event the price of the service contract will be credited toward a system replacement sold and installed by Landry & Martin Oil Co., Inc.

3. The plan selected and services rendered are contingent upon customer's purchasing all of their heating oil requirements from Landry & Martin Oil Co., Inc. Annual tune-ups will be scheduled during normal working hours, Monday through Friday from 8:00am to 4:00pm. The plan is transferable to new owners if the house is sold, but is not refundable. Further, the plan is void if any person, including owner, renders service to equipment except as instructed by us.

4. Account must be current. Past due balances on any open account will void this plan. Payment for all service work is due at the time the service is provided.

5. Landry & Martin Oil Co., Inc. shall not be responsible for customer's failure to use ordinary care in the operation of any heating/hot water system, such as, but not limited to, replacing blown fuses, resetting breaker switches, turning on and off power switches, frozen pipes, air in system, and temperature adjustments.

6. Frozen or congealed oil lines, lack of oil when not on automatic delivery, water or contamination in fuel, electric and/or wiring problem, or customer not available will be charged at prevailing rates or as specified. Failure to have unoccupied house checked daily during below freezing weather may void this plan.

7. Our obligation to service and replacement of any part is subject to location accessibility and parts availability through normal sources of supply.

8. This plan does not cover services or replacement of parts damaged by water, fire, hurricane, tornado, flood, lightning, electrical failure, acts of God, malfunctioning, tampering, accident, or abuse. Landry & Martin Oil Co., Inc. shall not be held responsible for any non-performance when prevented by any circumstances beyond its control.

9. The plan does not include: boiler or furnace replacement, domestic water repairs, entire circulators, relief valves, radiators, connectors, hot water coils, water gaskets, feed and back flow valves, bleeding or purging air from system, outdoor reset controls, advanced controls, warm air panels, zone dampers, repair of water leaks, repair or damage resulting from frozen pipes or oil lines, power vents, damage or leaks to components caused by anti-freeze, or items not identified in plan agreement unless otherwise specified.

10. This agreement may be terminated by Landry & Martin Oil Co., Inc. (a) if service is afforded by anyone other than Landry & Martin Oil Co., Inc., (b) if customer fails to comply with Landry & Martin Oil Co., Inc. credit terms, (c) if customer fails to provide a safe and reasonably clean place in which to work, (d) if customer installs or attaches non-compatible devices to any system, or (e) if a customer discontinues oil service or deliveries.

11. Landry & Martin Oil Co., Inc. will not be held liable for injury or damage to persons or property or consequential damage resulting from defects in, or the non-operation of, customer heating equipment, water heater, or its accessories, including the oil storage tank, nor for damages resulting from heat failure in a building.

12. Amendment and Cancellation. We may amend or change the terms of this plan at any time. We may amend or change the services offered as part of the plan at any time. You will be notified of any change in the manner provided by applicable law prior to the effective date of the change. It is agreed that if any tax or other charges are imposed by any governmental authority with respect to the sale, delivery, or disposal of the products covered hereby, it will be added to the price paid by the buyer.

13. Landry & Martin Oil Co., Inc. has the right to charge for missed tune-up appointments.

LANDRY & MARTIN OIL CO., INC.

COMFORT PLAN



(401) 723-4012

(888) 723-4012

www.lanmaroil.com

Landry & Martin Oil Co., Inc.
362 Central Avenue
Pawtucket, RI 02860

COMFORT PLAN

ANNUAL SYSTEM TUNE-UP

Just like changing the oil in your car, your furnace should be tuned up annually. This is good for you and the environment as it helps reduce the amount of fuel you use, which will reduce your energy bills.

- Save money by reducing the amount of fuel you use
- Diagnose problems before they become expensive, inconvenient repairs
- Receive recommended, planned professional maintenance

Tune-up includes:

- Clean and adjust filters and controls
- Lubricate motors
- Inspect safety devices
- Conduct an efficiency test

NEW! Now providing system efficiency tests on every tune-up

★ "NO CHARGE" PARTS & LABOR COVERAGE

Replacement or repair of the following parts (labor included) will be covered 24 hours a day at NO cost to you.

- | | | |
|---------------------|------------------------|---|
| • Air Cone | • Electrodes | • Circulator Gaskets |
| • Air Diffuser | • Firomatic Assembly | • Low Voltage Transformer |
| • Air Filters | • Firomatic Switch | • High Vent
(only 2 per year) |
| • Barometric Damper | • Ignition Transformer | • Zone Valve Power Head
(up to 1 per year) |
| • Blower Bearings | • Nozzle Adapter | • Extrol |
| • Blower Belt | • Oil Burner Coupling | |
| • Blower Pulley | • Oil Burner Motor | |
| • Blower Control | • Oil Burner Nozzle | |
| • Blower | • Oil Burner Pump | |
| • Delayed Oil Valve | • Oil Burner Strainer | |
| • Gauge Glass | • Oil Filter | |

💰 15% DISCOUNT ON PARTS & LABOR

Customers will receive a 15% discount on all other parts and labor charges related to repair work of your system (excluding installations).

⊕ EMERGENCY SERVICE

At Landry & Martin Oil, we are here for our customers. With our 24-hour emergency service, no matter what the season or reason, you can count on a Landry & Martin Oil service technician to come to your home. For leaks, noises, or other malfunctions that do not result in the loss of heat, a technician will come to your home the following day.

ADDITIONAL COVERAGES

DIRECT FIRED HOT WATER HEATER

- Annual Tune-Up and Cleaning
- 24-Hour Emergency Service

CALL TODAY TO SAVE!

(888) 723-4012



\$500

toward the replacement
of your heating unit*

*All work must be completed by Landry & Martin Oil Co., Inc.
Cannot be combined with any other coupons or discounts.
Must be presented to Landry Martin at the time of estimate only.
One time use only.

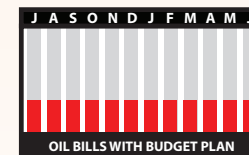
OTHER SERVICES

AUTOMATIC DELIVERY

Instead of worrying about when you'll need your next oil delivery, become an automatic delivery customer, and let us do the work for you! That's one less complication in your life! Call us at (401) 723-4012 to sign up today!

\$ BUDGET PLAN

Winter weather can be unpredictable. That's why Landry & Martin Oil Co. developed a plan that will make things easier for you by spreading your heating costs into smaller, more convenient payments. We offer a 10-month budget plan which may include your Comfort Plan. The budget plan takes the guesswork out of paying your heating bills.



FUEL OIL TREATED WITH HEATFORCE™ ADDITIVE

- Heating system will run more efficiently
- Extends the life of your heating system
- Reduces unscheduled service calls and saves you money!

INSTALLATIONS

- | | |
|-------------------------|-------------------------|
| • Oil Heating Equipment | • Hydro-Air Systems |
| • Air Conditioning | • Steam Heating Systems |
| • Water Heaters | • Gas Heating Equipment |