REST ASSURED HVAC LLC

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EMERGENCY REPAIR WORK WAIVER

Customer's handwritten emergency statement and work authorization · Illinois Consumer Fraud and Deceptive Business Practices Act (815 ILCS 505/2B), FTC Cooling-Off Rule (16 CFR Part 429) and Section 6 of our Service Terms & Conditions. Rights under the Illinois Home Repair and Remodeling Act (815 ILCS 513/) are not waived.

Customer name _____ Date / time _____

Service address _____ Job / estimate # _____

City, state, ZIP _____ Technician _____

1. Your emergency statement (in your own handwriting)

You have a legal right to cancel a purchase made at your home within three business days. If you face a genuine emergency and need us to start now, you may give up that right **only by writing a statement yourself, in your own words and handwriting**. We cannot write it for you or give you wording to copy, and we do not accept pre-printed waivers. This statement does not waive the 15-business-day right of customers age 65 or older, or the other rights listed on page 2.

Please write: (1) what the emergency is and why the work cannot wait three business days (for example, a safety hazard, a health risk, or damage to your property), and (2) that you are giving up your right to cancel within three business days.

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Customer signature _____ Date _____

Printed name _____

2. Work authorization and payment

☐ **Immediate work authorization.** I authorize Rest Assured HVAC LLC to begin work immediately at the price I approved on the estimate or work order listed above.

☐ **Payment.** I agree to pay for the emergency services, parts and diagnostic labor performed today, according to the approved pricing the technician gave me.

Customer signature _____ Date _____

3. Rights this statement does not waive

- **Age 65 or older:** if the sale resulted from a visit you did not invite, you keep 15 full business days to cancel (815 ILCS 513/22). An emergency statement does not waive this right.
- **Insurance-paid work:** your right to cancel work paid from property insurance proceeds (815 ILCS 513/18) is not affected.
- **Everything else** in our Service Terms & Conditions, including warranties and refund rights, still applies: https://pro.housecallpro.com/RestAssuredHVAC/381114/terms
- **Property outside Illinois:** Indiana, Iowa, Michigan, Ohio and Wisconsin have their own rules, set out in the state addenda to our Service Terms & Conditions.

4. For our technicians

Use this form only when the customer asks for immediate work on something that carries a three-day cancellation right, such as equipment or added services sold during the visit. The repair the customer called us out to do does not need it. Complete it on paper, in ink. The customer must write Part 1 personally; do not write, dictate or suggest the wording. Give the customer a copy and attach the original to the job in Housecall Pro.