

Climate Control Services, Inc.

Comfort Club Membership Terms & Conditions

Effective Date: January 2026 · Version 2026.2 (online enrollment edition)

IMPORTANT — KEY PAYMENT & RENEWAL TERMS

1. This is an **ANNUAL MEMBERSHIP** (12-month term), NOT a month-to-month plan.
2. If you choose monthly billing, you are paying the annual fee in **12 monthly installments**.
3. Once ANY membership benefit is used (discount, diagnostic waiver, maintenance visit, etc.), the **FULL annual fee is earned and due**.
4. Memberships **AUTOMATICALLY RENEW** each year unless you cancel before the renewal deadline. You can turn auto-renewal off at any time in your online customer portal.
5. To cancel, provide written notice (email, mail, or online form) or cancel by the same method you used to enroll, as required by Florida law.

1. Definitions

- **"CCS," "we," "us," or "our"** means Climate Control Services, Inc.
- **"Member," "you," or "your"** means the person(s) who enroll in the Membership and whose name appears on the account.
- **"Membership"** means your enrollment in one of CCS's Comfort Club levels: Standard, Premier, or Optimum.
- **"Membership Year"** means the 12-month period beginning on your start date and each 12-month renewal thereafter.
- **"Covered Property"** means the service address listed on your account.
- **"Covered System"** means an eligible central HVAC system or other equipment expressly listed as covered under your selected plan level.
- **"Membership Benefits"** include member-only pricing, discounts, waived or reduced diagnostic fees, included maintenance visits, covered-repair allowances, replacement credits, priority scheduling, and any other benefit made available only to Members.
- **"Customer Portal"** means the online account at the web address provided in your enrollment confirmation, accessed with the email and password you create at enrollment.

2. Membership Levels & Benefits Summary

CCS offers three Comfort Club membership levels. Specific benefits vary by level as summarized below. Full coverage limits, exclusions, and eligibility requirements apply. All covered equipment must be in good working order at contract start; systems not functioning properly at initiation are subject to denial or cancellation.

Benefit	Standard	Premier	Optimum
Annual Premier Tune-Up (per system)	Included	Included	Included
HVAC Diagnostic Fee	\$69 (reduced)	\$0 FREE	\$0 FREE
Plumbing/Appliance Diagnostic (standard)	\$69 (reduced)	\$0 FREE	\$0 FREE
Repair Discounts (non-covered)	20% Off	20% Off	20% Off
HVAC Major Component Allowance	Up to \$1,500/yr	Up to \$1,500/yr	Up to \$1,500/yr
Water Heater Repair Allowance	Up to \$500/yr	Up to \$500/yr	Up to \$500/yr
Minor Plumbing Repairs	Included	Included	Included
Standard Appliance Repair	Included	Included	Included
Replacement Credits	Included	Included	Included
Loyalty Credit Toward New HVAC	\$100/yr (max \$1K)	\$100/yr (max \$1K)	\$100/yr (max \$1K)

2.1 Standard Comfort Club

- One annual Premier Preventive Maintenance & Tune-Up per covered HVAC system (includes drain pan treatment tablet)
- Reduced HVAC diagnostic fee (\$69 vs \$99) and priority scheduling
- 20% discount on eligible HVAC, plumbing, and appliance repairs (labor and standard parts)
- 20% discount on duct cleanings, filters, UV lights, and indoor air quality products
- Gold Standard workmanship guarantee on repairs performed during active Membership
- Loyalty credit: \$100 per paid Membership Year toward a qualifying CCS-installed HVAC replacement (max \$1,000)
- No after-hours or weekend service fees

2.2 Premier Comfort Club

Includes all Standard Comfort Club benefits, plus:

- No HVAC diagnostic fee for covered service calls (\$0 vs \$99)
- Reduced plumbing and appliance diagnostic fee (\$69 vs \$99)
- Covered HVAC repair allowance: up to \$1,500 per Membership Year, per covered system, for eligible major components; 20% off non-covered repairs and overages
- Covered water heater repair allowance: up to \$500 per Membership Year for one eligible standard electric tank water heater (≤ 50 gal)
- Replacement credits on certain non-repairable items (up to \$1,500 HVAC; up to \$500 water heater)
- 24/7/365 emergency HVAC service access (after-hours dispatch based on technician availability)

2.3 Optimum Comfort Club

Includes all Standard and Premier Comfort Club benefits, plus:

- No diagnostic fees for HVAC, plumbing, AND eligible appliance service calls
- Minor plumbing repairs included (faucet cartridges, aerators, toilet internals, simple interior clogs, minor accessible leaks)
- Drain line rooting/clearing included up to the first accessible vertical stack/riser
- Standard appliance repair coverage (refrigerator up to \$500/yr, oven/range up to \$500/yr, dishwasher up to \$300/yr, washer up to \$500/yr, dryer up to \$500/yr, built-in microwave up to \$200/yr, garbage disposal $\leq \frac{1}{2}$ HP)
- 50% off labor on eligible premium appliance and premium plumbing fixture repairs not otherwise covered
- Enhanced replacement credits on certain non-repairable items

3. Pricing

All prices include one Premier tune-up per system per year. Two-visits-per-year options are available at enrollment or by contacting us at (561) 680-4467. Promotional discounts apply to the first year only; renewals are at standard pricing unless otherwise offered.

3.1 Standard Comfort Club Pricing

Base: \$16.99/month first system + \$12.99/month each additional system.

| Systems | Monthly | Annual | Monthly (2 visits) | Annual (2 visits) | |---|---|---|---|---| | 1 | \$16.99 | \$203.88 | \$33.98 | \$407.76 | | 2 | \$29.98 | \$359.76 | \$59.96 | \$719.52 | | 3 | \$42.97 | \$515.64 | \$85.94 | \$1,031.28 | | Each Add'l | +\$12.99/mo | +\$155.88/yr | +\$25.98/mo | +\$311.76/yr |

3.2 Premier Comfort Club Pricing

Base: \$39.99/month first system + \$16.99/month each additional system.

| Systems | Monthly | Annual | Monthly (2 visits) | Annual (2 visits) | |---|---|---|---|---| | 1 | \$39.99 | \$479.88 | \$79.98 | \$959.76 | | 2 | \$56.98 | \$683.76 | \$113.96 | \$1,367.52 | | Each Add'l | +\$16.99/mo | +\$203.88/yr | +\$33.98/mo | +\$407.76/yr |

3.3 Optimum Comfort Club Pricing

Base: \$64.99/month first system + \$16.99/month each additional system.

| Systems | Monthly | Annual | Monthly (2 visits) | Annual (2 visits) | |---|---|---|---|---| | 1 | \$64.99 | \$779.88 | \$129.98 | \$1,559.76 | | 2 | \$81.98 | \$983.76 | \$163.96 | \$1,967.52 | | Each Add'l | +\$16.99/mo | +\$203.88/yr | +\$33.98/mo | +\$407.76/yr |

4. Term, Billing & Payment

4.1 12-Month Term

Your Membership is a 12-month service contract. It begins on the date CCS successfully processes your first payment (or the date stated on your enrollment confirmation) and continues for 12 months.

4.2 Annual Fee; Monthly Installments

The annual Membership fee for your selected plan level is disclosed at enrollment. If you elect monthly billing, you agree that monthly billing is only an installment payment plan for the annual fee—it is not a month-to-month membership.

4.3 Payment Authorization

You authorize CCS to charge the payment method you provide for Membership fees and any amounts due under these Terms, including any remaining installment balance due after early termination. See Section 10 for recurring payment authorizations for online enrollment.

4.4 Account Must Be Current

Membership Benefits are available only while your account is in good standing. If a payment fails or your account is past due, CCS may suspend Benefits until your account is brought current.

4.5 Returned Payments; Collections

If a payment is reversed, declined, or charged back, you remain responsible for all amounts due. CCS may use lawful collection methods to recover unpaid balances, and you agree to reimburse CCS for reasonable costs of collection to the extent permitted by law.

5. Use of Membership Benefits

5.1 Annual Commitment

The Membership is priced and administered as an annual agreement. Enrolling means you agree to the full annual Membership fee for the Membership Year, whether paid annually or in monthly installments.

5.2 Benefit Use Triggers Full Annual Fee

Once any Membership Benefit is used during a Membership Year, the full annual Membership fee for that Year is earned and due. Examples of "use" include:

- A member discount applied to any invoice (HVAC, plumbing, appliance, products, or accessories)
- A waived or reduced diagnostic fee applied to a service visit
- Completion of any included maintenance/tune-up visit
- Any covered-repair allowance or replacement credit applied to a repair or replacement
- Any after-hours/weekend fee waiver or member-only pricing applied to an invoice

6. Automatic Renewal & Florida Law Compliance

6.1 Auto-Renewal

Unless you cancel renewal as provided below, your Membership will automatically renew for successive 12-month terms at CCS's then-current rates for your plan level and covered systems.

6.2 Required Renewal Reminder Notice

For Memberships with a 12-month term that automatically renew for more than one month, CCS will provide written or electronic notification of the automatic renewal provision no less than 30 days and no more than 60 days before the cancellation deadline for renewal, as required by Florida Statutes § 501.165.

6.3 How to Stop Auto-Renewal

To prevent renewal for the next Membership Year, CCS must receive your cancellation notice before the cancellation deadline. Unless otherwise stated on your enrollment confirmation, the cancellation deadline is 11:59 p.m. (local time at the Covered Property) on the 3rd business day before your renewal date. **If you enrolled online, you may also stop auto-renewal at any time before the deadline using the auto-renewal toggle in your Customer Portal — no call or letter required.** Turning off auto-renewal stops future renewal terms only; it does not terminate or reduce your payment obligation for the then-current Membership Year (see Section 7.2).

6.4 Cancellation Method

CCS will allow you to cancel the service contract in the same manner, and by the same means, as you accepted it, as required by Florida Statutes § 501.165. In addition, CCS accepts written cancellations by email, mail, online form, or the Customer Portal. Phone-only cancellations are not accepted.

6.5 Written Notice Contact Information

- Email: customer.support@my-ccs.com
- Mail: Climate Control Services, Inc., 1740 Corporate Drive, Boynton Beach, FL 33426
- Phone: (561) 680-4467

7. Rescission & Cancellation

7.1 Three-Business-Day Right to Cancel

If your enrollment qualifies as a "home solicitation sale" under Florida law, you have the right to cancel until midnight of the third business day after you sign or accept the agreement. CCS will honor this right where applicable.

7.2 Early Termination After Rescission Period

You may request early termination of your Membership at any time after the rescission period. Early termination ends future Membership Benefits as of the effective date confirmed by CCS; however, you remain responsible for the full annual Membership fee for the then-current Membership Year, including any unpaid monthly installments, even if no Membership Benefits were used.

7.3 No Proration/Refunds

Except where required by law, Membership fees are non-refundable and will not be prorated.

8. General Exclusions

Unless expressly covered above, the Membership does not cover:

- **Pre-Existing Conditions:** Any condition or problem that existed prior to the contract's effective date. CCS reserves the right to determine pre-existing conditions and deny coverage.

- **Improper Installation or Code Violations:** Equipment not installed according to standard industry practice or that does not meet local building codes or manufacturer requirements.
- **Negligence, Misuse, or Abuse:** Any damage or failure caused by abuse, misuse, using equipment for non-residential purposes, intentional damage, or tampering by unqualified persons.
- **External Causes & Acts of God:** Fire, smoke, explosion, lightning strike, power surges, flood, storm damage, hail, theft, vandalism, rodent damage, and natural disasters.
- **Rust or Corrosion:** Damage or failure due to rust, corrosion, or sediment build-up, including salt-air corrosion.
- **Obsolete or Unavailable Parts:** Parts no longer manufactured or reasonably available. CCS is not obligated to source parts from secondary markets.
- **Lines, Pipes, Wiring, and Ductwork:** Any piping, wiring, or ductwork outside the immediate appliance or equipment, including those running through walls, ceilings, floors, or underground.
- **Refrigerant:** Refrigerant is not covered and is billed at current market rates. CCS will not recharge systems with R-22 or blends.
- **Manufacturer's Warranty Items:** Equipment under active manufacturer's warranty should be handled by the manufacturer. This contract is secondary to manufacturer warranties.

9. Contact Information

- Service & Scheduling: (561) 680-4467
- Support & Cancellations: customer.support@my-ccs.com
- Mailing Address: Climate Control Services, Inc., 1740 Corporate Drive, Boynton Beach, FL 33426

10. Online Enrollment, Electronic Records & Payment Authorization

10.1 Electronic Acceptance

When you enroll online, through our customer portal, by phone with our virtual assistant, or on a company device presented in person, checking the acceptance box or stating your agreement constitutes your electronic signature. You agree that your electronic acceptance is legally binding to the same extent as a handwritten signature under the federal E-SIGN Act and the Florida Uniform Electronic Transaction Act (Fla. Stat. § 668.50). CCS records the date, time, accepted terms version, and account identifiers of your acceptance, and will include a copy of these Terms with your enrollment confirmation.

10.2 Consent to Electronic Communications

By enrolling online you consent to receive these Terms, your enrollment confirmation, renewal reminder notices required by Fla. Stat. § 501.165, billing notices, and receipts electronically at the email address on your account. You agree to keep your email address current in the Customer Portal. You may withdraw this consent by contacting Support, in which case notices will be sent by mail and some online features may be unavailable.

10.3 Recurring Payment Authorization — Card

If you pay by credit or debit card, you authorize CCS to initiate recurring charges to your card for the billing plan you selected (monthly installments or one annual payment) and for any other amounts due under these Terms. This authorization applies to any replacement card credentials provided by your card network's account-updater service. You may change your payment method at any time in the Customer Portal; a change of payment method does not change what you owe.

10.4 Recurring Payment Authorization — Bank Account (ACH)

If you pay from a bank account, you authorize CCS to initiate recurring electronic (ACH) debits from the designated account for the billing plan you selected and for any other amounts due under these Terms, in the amounts and on the schedule disclosed at checkout. You represent that you are an authorized signer on the account. You may revoke this

ACH authorization by updating your payment method in the Customer Portal or by contacting Support at least three (3) business days before the next scheduled debit. **Revoking a payment authorization does not cancel your Membership or reduce the amounts you owe** — any remaining installment balance remains due, and CCS may collect it by other lawful means. Returned or failed debits may incur a returned-payment fee to the extent permitted by law.

10.5 Managing Your Membership Online

Your Customer Portal lets you: view your agreement and these Terms (PDF), schedule included maintenance visits, view service history, change your payment method, and turn automatic renewal on or off. Portal actions are recorded and have the same effect as written instructions.

ACCEPTANCE

By enrolling in Standard, Premier, or Optimum Comfort Club — whether by checking the acceptance box during online enrollment or by signing below — you acknowledge that you have read, understood, and accepted these Terms & Conditions, including all pricing, limits, and exclusions, the 12-month payment obligation, the automatic renewal provision, and the electronic records and payment authorizations in Section 10.

For in-person or paper enrollment:

Customer Signature: _____ Date: _____

Printed Name: _____

CCS Representative: _____ Date: _____