

# HomeCare customer agreement

Business-ready draft for customer use after New Brunswick legal, accounting and insurance review.

Customer legal name

Phone

Email

Enrolled service address

Mailing address, if different

PLAN SELECTION

●

HomeSafe Annual - \$189/year before HST.

●

HomeCare Plus - \$29.99/month or \$329/year before HST.

●

Priority Home - \$49.99/month or \$549/year before HST.

●

Monthly billing requires a 12-month commitment. Annual billing is prepaid.

☐ HomeSafe Annual

☐ HomeCare Plus - monthly / annual (circle after printing)

☐ Priority Home - monthly / annual (circle after printing)

Requested start date

Initial visit target

Customer / account number

AGREEMENT STATUS

●

No plan is active until GoRight accepts the address and plan, receives the signed agreement and required payment, and confirms the effective date.

# 1. Services and benefits

The selected plan applies only to the enrolled residential address.

## HOMESAFE ANNUAL

- One scheduled visual wellness visit
- Electrical passport review
- Circuit-directory review
- Written priority summary
- Annual reminder

## HOMECARE PLUS

- All HomeSafe benefits
- Priority booking target
- One major-load planning review
- 10% eligible-labour discount
- Annual discount cap: \$150

## PRIORITY HOME

- All Plus benefits
- Two scheduled touchpoints
- One standard diagnostic call
- 10% eligible-labour discount
- Annual discount cap: \$300

## WELLNESS VISIT BOUNDARY

- Visual, non-destructive review of readily accessible homeowner-facing conditions and records.
- No opening of energized equipment, engineering study, thermal scan, testing beyond agreed user-accessible controls, or certification unless separately quoted.
- The visit is not a home inspection, guarantee of future performance or confirmation that concealed conditions are free of defects.

## INCLUDED DIAGNOSTIC CALL

- Priority Home includes one standard weekday diagnostic service call within GoRight's normal service area and regular hours.
- It covers the published standard call scope, including up to one hour of diagnostic time.
- Materials, repairs, additional labour, travel, permits, inspection charges and HST are additional.
- Unused included calls expire at term end and have no cash value.

## 2. Pricing, discounts and payment

All prices are CAD and before HST unless stated otherwise.

### PAYMENT

- Annual plans are prepaid for the term.
- Monthly plans authorize 12 consecutive monthly payments.
- Failed payment may suspend benefits after notice and reasonable opportunity to cure.
- Quoted project deposits, progress payments and invoices remain governed by the applicable quotation or work authorization.

### ELIGIBLE LABOUR DISCOUNT

- Applies only to GoRight labour identified as discount-eligible on the invoice.
- Excludes service-call base charges, after-hours or holiday premiums, materials, subcontractors, permits, inspection fees, travel, taxes and third-party charges.
- Cannot be combined with another discount or converted to cash.
- Annual cap is \$150 for HomeCare Plus and \$300 for Priority Home.

### PRICE CHANGES AND RENEWAL

- The price for the current committed term does not change except for tax or government charge changes.
- GoRight will provide renewal pricing and material plan changes before the next term.
- A renewal occurs only as authorized by the signed agreement and applicable law.

## 3. Scheduling, access and customer duties

Clear access and accurate information protect the customer and technician.

### CUSTOMER RESPONSIBILITIES

- Provide safe, unobstructed access to agreed areas and secure pets.
- Disclose known water, mould, asbestos, structural, fire, shock, pest or access hazards.
- Provide accurate equipment information, records and symptoms.
- Keep emergency exits and working areas clear.
- Follow manufacturer instructions and GoRight safety directions.

### SCHEDULING

- Visits are scheduled during GoRight regular business hours unless a separate paid arrangement is made.
- Priority means an earlier available booking target; it is not guaranteed same-day service.
- Customer should give at least one business day notice to reschedule. Repeated missed visits may be forfeited or charged at the published call rate.
- Severe weather, supply constraints, emergencies and unsafe conditions may require rescheduling.

### EMERGENCY BOUNDARY

- HomeCare is not a 24/7 monitoring or emergency-response service.
- For fire, smoke, active arcing, serious shock, energized metal or immediate danger: leave and call 911.
- For downed lines: stay at least 10 m (33 ft) away, call 911 and NB Power 1-800-663-6272.

## 4. Exclusions and additional work

Anything outside the selected benefits requires separate authorization and pricing.

### NOT INCLUDED

- Repairs, replacements or installations
- Parts, materials and equipment
- Permits, inspections and utility charges
- Travel-zone charges
- After-hours or holiday response
- Engineering, destructive investigation or restoration
- Hazardous-material remediation
- Work by another trade
- Code upgrades unless quoted

### STOP-WORK CONDITIONS

- Unsafe access or energized exposure
- Water contact or active fire damage
- Suspected hazardous materials
- Customer request outside licence or permit limits
- Threatening or abusive conduct
- Conditions requiring utility, emergency service, inspector, engineer or another qualified party

### ADDITIONAL AUTHORIZATION

- GoRight will explain observed concerns and, where practical, provide a quotation or work authorization before additional work.
- Emergency stabilization may be limited to making the condition safer and documenting the next required step.
- A separate quotation, proposal or invoice may contain project-specific terms that supplement this agreement.

### NO GUARANTEE OF CONCEALED CONDITIONS

- Visual review and maintenance reduce uncertainty but cannot prove concealed wiring, future equipment performance or absence of every hazard.

## 5. Term, cancellation, records and privacy

Keep a copy of the signed agreement with the homeowner manual and service history.

### TERM AND CANCELLATION

- Initial term is 12 months from the confirmed effective date.
- Annual fees are non-refundable after the wellness visit is delivered, except where required by law.
- Before delivery, GoRight may deduct documented administration or completed-work value from any permitted refund.
- For monthly plans, cancellation does not erase committed payments unless GoRight agrees in writing or law requires otherwise.
- GoRight may end or decline renewal for non-payment, unsafe access, abuse, misrepresentation or service-area changes.

### RECORDS AND PRIVACY

- GoRight may retain contact, property, service-history, photographs, quotations, invoices and agreement records needed to administer service and meet legal or business obligations.
- Customer may request correction of inaccurate contact or property information.
- GoRight should not collect payment-card details through the public quote email form.
- Records are not sold as a plan benefit.

### COMMUNICATION CONSENT

- Customer authorizes GoRight to contact them about appointments, safety follow-up, plan administration and renewal using the supplied phone or email.
- Optional marketing consent should be collected separately and can be withdrawn without cancelling necessary service communications.

## 6. Acceptance and signatures

Read the full agreement. Ask questions before signing.

- ☐ I selected the plan shown on page 1 and understand its included benefits and limits.
- ☐ I understand the price, HST, billing frequency, 12-month term and discount caps.
- ☐ I understand HomeCare is not 24/7 emergency monitoring or guaranteed same-day response.
- ☐ I authorize necessary service and plan-administration communications.

Customer signature

Date

GoRight authorized representative

Date

Approved special terms, if any

PROFESSIONAL REVIEW NOTICE

- Before public launch, GoRight should have this agreement reviewed by a New Brunswick lawyer, accountant and insurer. This draft is operational content, not legal advice.