



SAVE THIS INVOICE FOR YOUR GUARANTEE
SEE BINDING TERMS ON REVERSE

Roto-Rooter
P.O. Box 131501
Tyler, TX 75713
(903) 597-7755 Tyler (903) 783-4711 Longview
(682) 433-0504 Fax
Jerry G. Steward, Master Plumber #M-36720
Regulated by the Texas State Board of Plumbing Examiners
929 E. 41st St., P.O. Box 4200, Austin TX 78765
(800) 845-8584 • tsbpe.texas.gov

Operated as an Independent Contractor

DATE OF SERVICE M/D/Y 4/12/14	LOCATION Tyler
SERVICE TECHNICIAN'S NAME James # 0252	
INVOICE NO. 116637	
SEWER & DRAIN <input checked="" type="checkbox"/>	PLUMBING <input type="checkbox"/> PUMPING <input type="checkbox"/>
INDUSTRIAL <input type="checkbox"/>	EXCAVATION <input type="checkbox"/> DRAIN TILE <input type="checkbox"/>
CUSTOMER CLASS <input checked="" type="checkbox"/> RESIDENTIAL <input type="checkbox"/> COMMERCIAL	

CUSTOMER NAME Larry Watts		CUSTOMER NO.	
SERVICE ADDRESS 303 North Washington Ave.		APT. NUMBER	
CITY Marshall	STATE/PROVINCE TX	ZIP/POSTAL 75670	CUSTOMER PHONE NO.
BILLING ADDRESS (IF DIFFERENT FROM SERVICE ADDRESS)		CITY	STATE/PROVINCE ZIP/POSTAL

REPAIR CODE	ESTIMATE AND DESCRIPTION OF WORK TO BE PERFORMED (The approximate starting date is _____, and the approximate completion date is _____. Neither date is guaranteed. Unexpected conditions or problems could cause delays. A definite completion date is not of the essence.)	\$ AMOUNT
	Ran camera found	
	break in line will	
	send estimate.	

WORK ORDER AUTHORIZATION I authorize the services indicated and agree to pay the amounts specified. I have read and agree to the terms on the reverse side, including the limits on Roto-Rooter's responsibility specified in those terms.

(SIGNATURE) _____ (PRINT NAME) _____

CHANGES TO ESTIMATE I authorize these changes	ADJUSTMENTS/CHANGES IN WORK TO BE PERFORMED (Use additional invoice if needed to describe changes)

COMMENTS

COMPLETION I acknowledge completion of the above described work which has been done to my complete satisfaction.

(SIGNATURE) _____ (PRINT NAME) _____

(EMAIL ADDRESS) _____

Send plumbing tips, product/services information and coupons via email.

PAYMENT

☐ CASH ☐ CHECK NO. _____ * ☒ CREDIT CARD ☐ NET 10 DAYS

OVER 30 DAYS = LATE CHARGE OF 1 1/2% PER MONTH* In the event check is returned, the CUSTOMER is responsible for all related bank fees.

LABOR \$ 428.00
PARTS \$
PRODUCTS \$
OTHER \$
\$
\$
TAX \$
INVOICE TOTAL \$ 428.00

NEXT
VISIT

PLEASE PAY FROM THIS INVOICE

RESIDENTIAL GUARANTEE		COMMERCIAL GUARANTEE	
LABOR		LABOR	
<input type="checkbox"/> Main/Branch Lines	6 months	<input type="checkbox"/> Main/Branch Lines	30 days
<input type="checkbox"/> Toilet Auger	7 days	<input type="checkbox"/> Toilet Auger	24 hours
<input type="checkbox"/> Plumbing Repair	6 months	<input type="checkbox"/> Plumbing Repair	90 days
<input type="checkbox"/> Plumbing Replacement	1 year	<input type="checkbox"/> Plumbing Replacement	90 days
<input checked="" type="checkbox"/> Extended Guarantee	1 year		
REASON FOR NO GUARANTEE			

James Compton
(Service Technician's Signature)

(Print Service Technician's Name and Number)
INV-CG-SH-DRAIN-TC-4 REV 09/20

CUSTOMER COPY

Rely on the experts at Roto-Rooter for complete plumbing and drain services. Call 1-800-GET-ROTO (438-7686).

Visit us at rotorooter.com for coupons, helpful hints and more. Complete our customer survey at: rotorooter.com/contact-us/customer-survey.

And, follow us online for news, timely updates, and other plumbing and drain information.

- facebook.com/rotorooter
- twitter.com/rotorooter
- rotorooter.com/blog
- youtube.com/rotorootertv

Roto-Rooter
Terms and Conditions

The following terms apply to all work performed by Roto-Rooter or its affiliates ("us") for the customer indicated on the front of our invoice ("you").

1. **Your Responsibilities.** You agree to (a) remove any hazards, obstructions or dangerous conditions around the job site not caused by our work, (b) limit access to the job site so that people not working on our job are not exposed to dangerous conditions relating to our job, (c) place appropriate warnings to warn of dangerous conditions when we are not on the job site, and (d) provide us with adequate access.

2. **Exceptions to Our Responsibilities.** We are not responsible for (a) personal injury, property damage or other damage or loss to you or others arising out of our work, except to the extent caused by our negligence or failure to perform the work in accordance with the contract between us; (b) defective, damaged, or deteriorated lines, mold, lead piping, or other unexpected or undisclosed conditions, and the consequences of such conditions, including delays; broken fixtures or lines; and lodged equipment (if we encounter such a condition, we may stop work, and you will pay us a reasonable charge for the work performed); (c) the time required to complete our work with reasonable diligence; (d) unless explicitly stated in writing, any damage necessary to complete our work, including damage to landscaping, walls, painting, tile or concrete or similar items; (e) damage caused by the removal of any clean out, drain cover or cap; or (f) tasks we perform in accordance with your specific instructions.

3. **Release and Hold Harmless.** You release us from (and if you are a commercial customer, you will defend and indemnify us and hold us harmless against) all damages, claims, demands, settlements, judgments, liabilities, costs and expenses, including reasonable attorneys' fees, allegedly arising out of (a) breach of your responsibilities under paragraph 1, or (b) matters for which we disclaim responsibility under paragraph 2.

4. **Our Guarantee.** If we provide a parts or equipment guarantee, as your exclusive remedy, we will give you the benefit we receive, if any, under the manufacturer's warranty. If we provide a service guarantee, it covers only drainage failure in the line serviced, and defective plumbing workmanship, during the guarantee term. As your exclusive remedy under our service guarantee, we will, at our option, either do the work again at no labor cost or refund your payment. Guarantees do not apply to problems arising out of main sewer line backup or improper, abnormal or unanticipated use or conditions. Except as explicitly stated in writing, we are not giving any guarantees or making any warranties. **TO THE EXTENT PERMITTED BY LAW, WE DISCLAIM ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.** You may transfer a guarantee of plumbing repair or replacement to a person who purchases the property, but you may not transfer a drain cleaning or toilet auger guarantee. Your transferee must present the warranty claim to Roto-Rooter at the time we perform our work. For problems or inquiries, you should contact our General Manager at the phone number listed on the front of our invoice. We do not guarantee that our site inspection will identify all existing or potential problems. Any damages or necessary repairs arising from plumbing problems, either identified or unidentified, are the sole responsibility of the customer.

5. **Limitation of Damages.** Our liability to you for any claim arising out of our work on any job (other than a claim permitted by these terms for personal or bodily injury) will in no event exceed three times the amount you actually pay us for the work on that job. **EXCEPT FOR A CLAIM PERMITTED BY THESE TERMS FOR PERSONAL OR BODILY INJURY OR PROPERTY DAMAGE, YOU WAIVE ANY RIGHT TO RECOVER INCIDENTAL DAMAGES, CONSEQUENTIAL DAMAGES, OR DELAY DAMAGES.**

6. **Payment Terms.** When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If you fail to pay us any amount when due, we will charge you interest on the amount due at the rate of 1.5% per month (but not exceeding the highest rate legally permissible). In the event the check is returned, you are responsible for all related bank fees. You will reimburse us for the reasonable attorneys' fees we incur in all stages of collection.

7. **General.** These terms are part of our contractual agreement and will prevail over any inconsistent terms in any other agreement between us, including the terms of any purchase order, and may be modified only in a written instrument signed by both of us which specifically refers to the provisions to be modified. If any of these terms is held invalid or unenforceable, the remaining provisions will not be affected and will continue to apply.

8. **Nondiscrimination.** We will abide by the requirements of 41 CFR SS 60-1.4(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex or national origin. Moreover, these regulations require that we take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, national origin or disability.

HOW TO RESOLVE A PROBLEM

- Contact the manager at your local Roto-Rooter office.
- The manager may be reached at the phone number printed on the front of this invoice.