HOME SERVICE PLAN

Member Service Maintenance Program

HEATING • COOLING • PLUMBING
INDOOR AIR QUALITY • SEWER & DRAIN

7809 Shawnee Mission Pkwy, STE B, Overland Park, KS 66202

913-363-0323 ***CallOnKens.com***

Welcome to the Home Service Plan!

We're excited to have you as a Home Service Plan Member! Below is everything you need to know about your membership benefits, billing and policies.

Membership Details

- Monthly Cost: $17.50 (residential customers only)
- Billing Date: Charged on the 10th or 25th of each month.
- Payment automatically debited from ACH or credit card.

What's Included

As a Home Service Plan Member, you'll enjoy:

- Cooling Maintenance - once a year
- Heating Maintenance - once a year
- Plumbing Safety Inspection - once a year
- 12% off services, parts, and repairs (*excluding HVAC install & excavation)
- Add second full system or mini split for $9.50/month

Enrollment with Service

- $17.50 for your first month of Home Service Plan
- Dispatch fee is waived
- Immediate member discounts apply
- First maintenance can be scheduled immediately; second will be booked for the next season
- Note: Discounts cannot be applied retroactively if you enroll after an appointment is completed.

Continued on the back

Cancellation Policy

- To cancel, just let us know by call, email, or text.
- Cancellations take effect the day you notify us. (No refunds for charges already processed.)
- After Cancelling:
  - There's a 1-year waiting period to rejoin.
  - If you cancel again after re-enrolling, you won't be eligible to join again.

Specialized Equipment Exceptions

- Multiple Systems
  - Membership covers one furnace and one air conditioner.
  - Add second full system or mini split for $9.50/month.
  - Systems cannot be alternated between years.

That's it! Your Home Service Plan Membership is designed to make home maintenance easier, more affordable, and more reliable—so you always know who to call.

Best Regards,

The Ken's Home Services Team