

Spigler Petroleum, LLC

1280 Landing Lane Unit 4
Westminster, MD 21157
Ph: 443-471-7600 Fax: 410-848-0927
Dispatch1@spiglerpetroleum.com



Preferred Customer Service Plan between _____

Address _____

Owner / Manager _____

and Spigler Petroleum, LLC , effective _____

This Service Plan may be terminated by either party after 90 days. Termination prior to 90 days will void the Service Plan and all work performed will be billed at our standard customer rate.

After 90 days, Either Party may terminate the Service Plan with written notice 15 days prior to the monthly renewal period.

Owner Initials _____

Welcome to Spigler Petroleum's Preferred Customer Plan.

We have developed this plan to help ease the burden of this ever-changing industry. With this plan, you can be assured you are getting the best service at the best cost. Spigler has been locally owned and serving the MD, VA, DC, PA and DE areas for more than 75 years.

Period of Services

The Services shall commence on _____, and shall continue through _____.

Labor Rates

Labor cost is included for all work performed under the Service Plan. No additional Per Hour cost is billed. Any work outside of the Service Plan will be billed at the Preferred Rate.

Monthly Rates

Monthly rates will be billed on the date the Service Plan was signed at the rate of \$150.00. This rate is locked in for the 1 year length of the Service Plan. If the Service Plan is voided prior to full term, the site will not be eligible for our Preferred Service Plan for 6 months after the date of termination.

Plan Description

Your Plan works around your needs. A small Service Request Fee is added for site visits in the following format.

	Request Fees
Priority 1- High Priority Calls with a Response time of 4-6 hours	\$75.00
Priority 2- Medium Priority Calls with a Response time of 24-48 hours	\$50.00
Priority 3- Low Priority Calls with a response time of 48-72 hours	\$25.00

Priority Call response times will be met or the request fee will be adjusted to the actual response time.

*Weather conditions may affect response times.

What Does My Service Plan Include?

Membership has its privileges.

When you need to place a call, you can rest easy knowing a certified, qualified technician will be dispatched to your location. Our tech will diagnose the problem and make the repairs. Repairs included under your Service Plan include the following items...

Passport- When your POS goes down, your business comes to a halt. Keep your POS running at maximum performance without having to spend a fortune. All POS repairs are covered with no Per Hour Labor. You will only be charged at our preferred rate and for any parts used to make the repairs.

Dispensers- Due to increased security risks, today's dispensers can be complicated. Be confident that your dispensers will receive necessary service without the surprise costs. Your dispenser repairs will be made without any Per Hour labor. You pay only for parts necessary for repair, at our discounted rates. (Some Exclusions Apply.)

Veeder-Root Tank Monitor- Your Station is your livelihood. To protect that livelihood, you use an Environmental Tank Monitor. Our preferred customers enjoy the expert experience of our technicians to help guide them in maintaining their site in compliance with the local laws. Alarms, repairs and troubleshooting are covered with no Per Hour labor. You only pay the discounted rate for any part used to make the repair.

STP Relays- Without your STP motor pumping, you can't sell any gas. These relays are high voltage and should only be troubleshot and replaced by experienced techs. We will handle this for you at no Per Hour cost. You only pay for necessary parts, and the initial Priority Call charge.

Remember! You decide the priority of your call; we will always make getting to your site a top priority. However, to bring you this low cost offer, we need to be flexible at times to meet all our customers' needs. If your issue(s) require quicker assistance, you are in control; just let us know what priority is needed when you place your service call.

Client Responsibilities

We understand that you can't be at your location all the time, and asking your cashier or manager to pull out cables or check alarms can be difficult. However, we do ask that you perform the basic troubleshooting steps: checking if the emergency stop is pressed or you are out of gas or other basic steps before calling.

Our Preferred Customers will only be charged for the Priority Service Request when these types of situations occur. (some restrictions apply)

Work Performed Not under the Service Plan

OK... what if you have a problem that is not related to your Passport POS, Dispensers, Veeder-Root or STP Relays ??

When work needs to be performed that is not covered under the agreement, the preferred customer rate of \$65.00 per will be charged.

Passport- Not covered under monthly Service Plan

While most service related issues will be covered, there are a few scenarios that need to be addressed. These services will be performed at the low cost preferred hourly rate.

- Software/Hardware Upgrades
- Vandalism
- Acts of Nature (storm related damage)
- Network Connectivity
- Internet Connectivity
- Time waiting to access a building or area to perform work.
- Printer toner or drum
- Programming

Dispenser- Not covered under monthly Service Plan

While most service related issues will be covered, there are a few scenarios that need to be addressed. These services will be performed at the low cost preferred hourly rate.

- Software/ Hardware Upgrades
- Vandalism (Hit Dispensers)
- Acts of Nature
- Filters
- Calibrations (Covered under Service Plan if part related)
- Testing
- Decommissioning
- Network Issue (No Credit)
- Sheer Valves
- Under Ground Piping and Conduits

Veeder-Root Not covered under monthly Service Plan

While most service related issues will be covered, there are a few scenarios that need to be addressed. These services will be performed at the low cost preferred hourly rate.

- Software/ Hardware Upgrades
- BIR Variances
- CSLD Failures and Warnings
- Vandalism
- Acts of Nature
- Monitoring tests on site
- Remote communication
- Work performed in the tank field.

STP Relays- Not covered under monthly Service Plan

While most service related issues will be covered, there are a few scenarios that need to be addressed. These services will be performed at the low cost preferred hourly rate.

- Vandalism
- Acts of Nature
- Any work performed in the Tank Field on the Motors
- Electrical wiring issues

Other Services Offered not under Service Plan

As a Preferred Customer, we want to make running your station as easy as possible. So, we also offer a variety of services that are not limited to, but include the following:

- Water Pump Outs
- Compliance Testing
- Third Party Annual Inspections
- Vapor Decommissioning
- Tank Monitor Certifications
- Calibrations
- Humbug / Tank Treatment Plans
- Filter changes

There are additional services available. If you have any other needs, please let us know.

We stand behind our service, and prove it by offering you this exclusive Service Plan.

You will not be charged an hourly labor rate for any service performed under Service Plan.

As a Preferred Customer, we are here for all of your Sales, Service and Support Needs.

Spigler Petroleum, LLC

By: _____
 Name: _____
 Title: _____
 Date _____

Spigler Petroleum, LLC

By: _____
 Name: _____
 Title: _____
 Date _____

Spigler Petroleum, LLC

By: _____
 Name: _____
 Title: _____
 Date _____

Spigler Petroleum, LLC

By: _____
 Name: _____
 Title: _____
 Date _____

For Your Convenience

We offer multiple ways to pay the Monthly Membership fee. We will accept checks, credit card payments with a 3% added fee, or we can arrange Auto Pay that will renew until we receive written notice 15 days prior to the next billing cycle.

For Auto Pay, please provide account information and your signature.

Autopay Terms and Conditions:

I authorize Spigler Petroleum Equipment to electronically debit the bank account I am providing.

Account # _____

Name on Account _____

Store Name _____

Store Address _____

Authorized Signature :
