

## FOX Service Partner Program Guarantees

### WE VALUE YOUR TIME

Customer Service will schedule an appointment that is convenient for you and our dispatch will keep you apprised of the technician's arrival time. You will also receive a phone call and email when the technician is en route to your home. For an emergency outside of our posted hours, contact us through our answering service or website's chat.

### WE VALUE YOUR HOME

Our technicians use floor-protecting shoe covers and drop cloths to protect your home. They will leave your home's interior in the same condition it was before they arrived. If it's not to your satisfaction, then we will clean your home.

### TELL-A-FRIEND

We want to ensure you are not only a satisfied customer but also feel confident to recommend us. If for any reason you are dissatisfied with our service or people, and would not consider telling a friend about us, we will do whatever it takes to make it right and correct the problem.

### ONE YEAR "TEST DRIVE"

If you are unhappy with our installation of a home comfort system (e.g. furnace, air conditioner, etc.) and we cannot fix the issue(s), we will remove the system and refund 100% of your original investment at any time during the first year.

### 5-STAR SERVICE

Our technicians are the best in skill, attitude and workmanship and are provided on-going, extensive training. They will care for your home and complete the job in a timely manner with precision. If they have not performed to these high standards, we will do everything in our power to correct the situation.

## Join the Family, Experience the Difference!



### AIR CONDITIONER INSPECTION AND LIGHT, NON-CHEMICAL, OUTDOOR COIL CLEANING

We will make sure it is cleaned to perfection. Scheduling February through May at your convenience.



### FURNACE 22-POINT INSPECTION AND LIGHT, NON-CHEMICAL CLEANING

From top to bottom, we will make sure that your furnace is safe, and that your family is protected from potential poisonous gas leaks. Scheduling July through October at your convenience.



### WHOLE HOUSE PLUMBING INSPECTION

Our plumbers go behind the scenes with a 103-point inspection to catch plumbing problems before they begin.



### WHOLE HOUSE ELECTRICAL INSPECTION

From your breaker panel to your light switches, our electricians will ensure your system is safe, and that you know of any concerns before they become a hazard.



### UNLIMITED ANSWERS

While any one of our technicians are in your home, feel free to ask them about your home's systems—we are always happy to explain things. If we don't have the answer on hand, we will definitely know someone who does.



**FOX**<sup>TM</sup>  
PLUMBING • HEATING  
COOLING • ELECTRICAL

**1-833-568-9288** MEMBERS ONLY  
**FOXANDSONS.CA/SPP**

TSBC Licence GAS #LGA0005800 ELECTRICAL #LEL0203875  
2024-02



**FOX**<sup>TM</sup>  
PLUMBING • HEATING  
COOLING • ELECTRICAL

# FOX Service Partner Plan

Whole Home Service Protection



Proudly serving the Thompson Okanagan

# FOX Service Partner Program Benefits

## SAVINGS

- NEVER pay a call out fee!
- Discount on system installations – 5%
- Discount on service – 15%
- Complimentary main line camera inspection. (Available upon request)
- \$1500 in annual member-only coupons for tons of great upgrades or to offset large investments.
- Exclusive monthly promotions.

## FOX NOT A DIME WARRANTY

- Up to 12 years on installations.
- Up to 5 years on service work.

## PEACE OF MIND

- Annual seasonal maintenance visits. (Plumbing, Spring HVAC, Electrical, and Fall HVAC)

## TRUST IS IMPORTANT

- You will be visited by a GUARANTEED Fox employee (no sub-contractors). A technician photo and biography will be sent before every service call and followed with a review link. If you find a technician you trust, request to have them back every time.

## FRIENDLY REMINDERS

- Our friendly staff will remind you about upcoming maintenance visits through reminder postcards, calls, texts, or emails. After three attempts to reach you we will dismiss the visit. We can even send filter change reminders.

## VIP ACCESS

- Direct access to scheduling via our **MEMBERS ONLY phone line (833-568-9288)** and you will always move to the front of the line when you need service.
- Weekend Emergency Service (excluding electrical)
- Earn cash through the “We Love Fox” referral program: \$25 New Customer Service Reward (new member referral); \$100 New Customer System Installation Reward.

Must have active service plan to honour your Fox repair warranty. Must have reasonable access to a clean-out for main line camera inspection. Member discounts cannot be combined with other offers or promotions.

*Plan may be cancelled at any time. Membership benefits are void if membership is not in good standing.*

“Quick response, same-day service, and stuck to the quote exactly. Plus professional and on time too!!! Great experience.”

- Heather W.



## GIVE BACK TO YOUR COMMUNITY

Each year, a different organization is featured on a vehicle for our Wrap a Van for Charity program. A portion of every service call run by that van is donated to the featured organization. We will make the world a better place together!

[FOXANDSONS.CA/CharityVan](https://FOXANDSONS.CA/CharityVan)

