

THE PUMP MAN

Kappus Well Pump & Water System Services

PO Box 309, Putnam Valley, NY 10579 | 845-528-2929 | www.thepumpman.com

PRE-WORK AUTHORIZATION & PAYMENT AGREEMENT

FIELD VERSION — Use when digital signature is unavailable

JOB INFORMATION

DATE	JOB / ESTIMATE #	TECHNICIAN

CUSTOMER INFORMATION

CUSTOMER NAME

PHONE	EMAIL

SERVICE ADDRESS

CITY	STATE	ZIP

BILLING ADDRESS (if different)

DESCRIPTION OF WORK / DIAGNOSIS

PRICING

FLAT RATE \$	HOURLY \$	DEPOSIT \$

Final invoice may differ based on actual conditions encountered (see Section 4).

TERMS & CONDITIONS

By signing below, Customer acknowledges they have read, understood, and agree to be bound by all terms herein. Customer's signature constitutes a legally binding agreement with C.F. Kappus Pumps & Plumbing Inc., DBA The Pump Man | Kappus Well Pump & Water System Services (the "Company").

1. AUTHORIZATION & ACCESS

Customer authorizes the Company to access the service address and perform diagnostic, repair, replacement, installation, or maintenance work as determined necessary in the field. Customer affirms they are the legal property owner or have full authority to authorize service, and indemnifies the Company against any claim arising from a lack of such authority. Authorization extends to property access in Customer's absence when arrangements are made (gate codes, lockbox, restraining pets, etc.).

2. PAYMENT OBLIGATION

Customer agrees to pay for all work performed at the Company's published rates, flat-rate pricing, time and materials, or quoted job pricing. Pricing will be communicated and approved prior to performance whenever practical. In emergencies or time-sensitive situations where prior approval is not feasible, Customer authorizes the Company to perform necessary work and agrees to pay upon invoice. Final amounts reflect agreed pricing plus any unforeseen conditions encountered (greater well depth, corroded components, dry well, faulty pressure tanks, electrical issues, latent defects). Payment is due upon completion. Returned checks subject to fees. Past-due balances may accrue late charges and be referred to collections, with Customer responsible for reasonable collection costs and attorney's fees.

3. UNFORESEEN CONDITIONS

Actual well depth, pump position, and condition of underground or inaccessible components cannot be definitively determined prior to physical inspection. Estimated quantities of pipe, wire, and materials are based on professional assessment and may be adjusted upon field findings. Material scope changes will, when practical, be communicated and approved prior to proceeding.

4. DEPOSIT, VALIDITY & CANCELLATION

For jobs estimated to exceed \$1,500, the Company may require a deposit prior to scheduling. Deposits are non-refundable if Customer cancels after materials have been ordered or costs incurred. This Pre-Work Authorization is valid for thirty (30) days. Pricing subject to revision if work has not commenced within 30 days. Cancellations less than 24 hours prior to scheduled service incur a trip charge at the Company's then-current rate.

5. SITE CONDITIONS

Customer is responsible for reasonable access to wells, well caps, pressure tanks, electrical panels, and related equipment, and for restraining pets during service. The Company is not responsible for damage to landscaping, decorative items, or items obstructing access not identified to the technician in advance.

6. PHOTO & DOCUMENTATION CONSENT

Customer consents to documentation photography of the work site, equipment, and completed work for quality assurance, training, and marketing. Identifying information (name, address, face) will not be publicly used without separate written consent.

Customer Initials: _____ (I consent to documentation photography)

7. WARRANTY & LIMITATION OF LIABILITY

Workmanship is warranted for one (1) year from date of service. Manufacturer warranties on parts pass through to Customer per manufacturer's terms.

The Company expressly disclaims liability for damage caused by:

- Lightning strikes, electrical surges, or power fluctuations
- Dry well conditions or insufficient water supply
- Pre-existing equipment failures, prior installation defects, or system age
- Customer-supplied parts, equipment, or materials
- Faulty or undersized pressure tanks not replaced as part of the work
- Acts of God, severe weather, flooding, freezing, or natural events
- Modifications or repairs by parties other than the Company
- Acts beyond the Company's reasonable control

In no event shall the Company be liable for indirect, incidental, consequential, special, or punitive damages, including loss of use, business, or property damage beyond the value of work performed. Customer's exclusive remedy for any defect is repair or replacement, at the Company's option, within the warranty period.

8. LEGAL TERMS

This Agreement is governed by the laws of the State of New York. Any dispute shall be brought in state or federal courts in Putnam County, New York. This Pre-Work Authorization, with the accompanying work description, constitutes the entire agreement and supersedes prior agreements. If any provision is held invalid, remaining provisions remain in effect. Failure to enforce any provision is not a waiver. Failure to read this Authorization does not relieve Customer of obligations hereunder.

9. ACCEPTANCE & SIGNATURE

Customer Signature: _____ Date: _____

Printed Name: _____ Time: _____

Technician Signature: _____ Date: _____

When water trouble comes your way, The Pump Man's here to save the day.

C.F. Kappus Pumps & Plumbing Inc. — DBA The Pump Man | Kappus Well Pump & Water System Services. Field copy: photograph and upload to QuotIQ when service is restored.