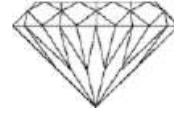
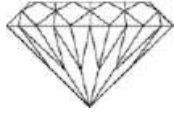
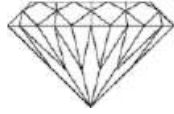


THE DIAMOND CLUB



ADVANTAGE PLUMBING, INC.

***2400 North Fifth Street
Niles, MI 49120***

Contact Information

Office: 269-687-7192

Fax: 269-687-2728

After Hours Emergency: 269-697-7192

Email: advantageplumb@sbcglobal.net

Office Hours: Monday-Friday 8:00 am to 4:30 pm



Advantage Plumbing
2400 North Fifth Street
Niles, MI 49120

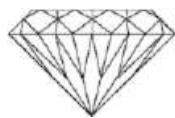


“Did you know that 85% of all plumbing breakdowns could be avoided with routine maintenance? Here’s an exclusive club for a select number of our clients who want to reduce annoying plumbing problems. Here, read this if you would like to find out how to save some money.”

“The Diamond Club”

“The Diamond Club” is a private membership service club that’s limited to 22% of our clients. It isn’t available to everyone because we couldn’t possibly keep up with the work load. We’re offering it only to people like you who really love your home and want to protect it from unexpected plumbing breakdowns or worse...water damage!

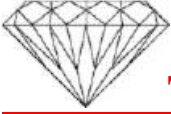
“The Diamond Club” is plumbing security for your home! *Take a look at the following member benefits you get for only \$7.95 a month...*



\$200 in FREE service!

Once a year, a member of my expert plumbing team (a Certified Service Technician) will give your home a thorough inspection, scheduled service and **FREE** plumbing system adjustments including all connected equipment. The complete list includes up to 100 different items...a **\$200 value alone!** Here’s a peek at just a few...

- ◆ All of your toilets are checked and tested for leaks and smooth operation. Any needed adjustments are **FREE!**
- ◆ All of your faucets are tested and must pass a rigid “Performance Test.” If they don’t, they’ll be adjusted **FREE** of charge!
- ◆ All of your exposed water lines are checked for any damage.
- ◆ All of the piping under your bathroom and kitchen sinks are checked for any sign of potential water damage.
- ◆ All of your drains are checked above and below sinks for leaks and clogs.
- ◆ Your washing machine hoses and valves are thoroughly checked and tested.
- ◆ Your water heater is checked for safety, leaks and signs of corrosion. Water heaters are often a major cause of water damage. Keeping this piece of equipment in top shape guarantees **Peace of Mind!**
- ◆ Any concerns or questions you have about your home’s plumbing will be gladly answered.



The Diamond Club: Frequently Asked Questions

For the First 30 months of the Agreement:

Are customers able to use accumulated totals against invoices or do they only get the 25% discount during that time period?

Or, do they accumulate \$7.95 each month for 30 months before they can use it? If so, can it only go toward new/installed items or can they use it toward service work?

The accumulated totals are available any time. May be used for ANY TYPE OF WORK.

What happens after the first 30 months?

No more credits are accumulated!

As we understand it, the customer could use whatever credit they had accumulated at any time for any service or installation work up to the current credit balance. Credits would stop accumulating after 30 months of billings. Unused balances would only expire when the agreement was terminated.

If the customer has used only a portion of the accumulated total, what happens to the balance?

Does the company “keep” the balance? Or is it still available for use?

How long is the balance available?

It is available as long as the membership is active. Any unused balance available at termination stays with the company.

Is there a recommended schedule for the first maintenance visit after an agreement is started?

No.

We assume that none of the \$7.95 per month is applied toward the maintenance visit.

Correct?

Yes.

Is there a recommended commission for new Diamond Club agreements? Or for anniversary?

No.

Is there a specific name for the maintenance visit? (For instance, just Plumbing

Inspection or Diamond Club Premier Inspection).
No.

Do Diamond Club customers get 25% off the level price?
What about diagnostic fees?

A 25% discount is applicable to ONLY REPAIR WORK (10 Level Pricing), excluding drain cleaning. (different color in the book). Does not apply to Evaluation fee.

In reference to the other tasks in the service guide- “Whole House Re-Pipe” has a Level 1, Level 2, and Level 3. The others have Standard, Deluxe, or Premier prices.
These re-piping levels are based on size of house. 10% discount given.

