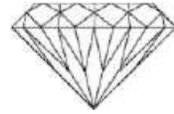
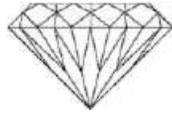
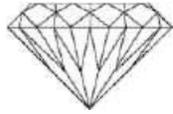


# ***THE DIAMOND CLUB***



## ***ADVANTAGE PLUMBING, INC.***

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

### ***Contact Information***

***Office: (269)687-7192***

***Fax: (269)687-2728***

***After Hours Emergency: (269)687-7192***

***Email: [advantageplumbing2000@gmail.com](mailto:advantageplumbing2000@gmail.com)***

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

## **ADVANTAGE PLUMBING, INC.**

**2400 N. 5<sup>th</sup> Street Niles, Mi 49120**

**(269) 687-7192**

*Dear Diamond Club Member,*

*At Advantage Plumbing, our customers are our top priority. We are always looking for ways to better serve you and alleviate some of the stress associated with unexpected plumbing problems. As you know, plumbing emergencies never happen at a convenient time. However, approximately 85% of all plumbing emergencies could be prevented with routine inspections. With that in mind, we are excited to share with you the benefits of one of our latest improvements, the **Diamond Club**.*

*The Diamond Club is a service agreement with much more. As a member, you'll go to the front of the line if you ever have a plumbing emergency (except for one day a year in December for our company Christmas Party.) In addition, members receive a 25% discount should you ever need us for any plumbing repairs. Once a year, one of our qualified service technicians will give your home a thorough plumbing safety inspection, scheduled service, and free plumbing system adjustments including all connected equipment, a value of over \$200! Your membership dues are only \$7.95 a month, and your first 30 months of accumulated dues are credited toward any future service or product you purchase.*

*As always, you will have the best trained and most professional technicians at your service. In case you didn't already know, all of our technicians attend training classes two days a week, have undergone criminal background checks, and have passed drug screenings.*

*We have appreciated your patronage and welcome you to the Diamond Club. We have only offered our Diamond Club to a select group of clients. It isn't available to everyone because we couldn't possibly keep up with the work load. If you should decide, you may cancel this membership at any time by submitting your request to terminate your membership in writing to our office. Please allow up to two weeks for membership termination to take effect. If you have any additional questions, please call our office. We are in the office Monday thru Friday and are more than happy to assist you with any of your concerns. Thank you again for your trust in us.*



***You go to the FRONT  
of the line!***

As a member of "The Diamond Club," you'll go to the front of the line and to the top of our appointment book if you ever need plumbing service. You'll never have to worry about waiting for an available appointment when you need emergency service from our team of experts.

*With Priority Scheduling, if you have a plumbing emergency, you will be the technician's very next stop! Regular hours are from 8:30am to 4:30pm Monday-Friday. Afterhours emergency service is available during non-business hours 7 days a week excluding one day in December each year for company Christmas party.*

***You get a 25% discount  
on repairs!***

As a member of "The Diamond Club," you'll have the opportunity to take advantage of any unadvertised specials we offer. What's more, you get a whopping 25% discount (a preferred service rate) should you ever need us for any plumbing repair, as well as a 10% discount for new installations! Plus, you get a full, 2-year guarantee on any and all repairs and replacements. No other plumber in the book will give you great specials and service like that!

*Our work is 100% guaranteed, which means if you're not 100% happy with the work performed, you don't owe us a dime.*

*Now, for only pennies a day, you can protect your home from costly and annoying plumbing problems!*

***Your membership is FREE for  
30 months!***

First, your membership is only \$7.95 per month, set up as an automatic charge to your credit card. Or, if you prefer, you can pay for 1 full year membership by check for \$95.40.

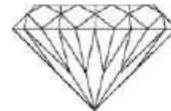
For the first 30 months, your accumulated monthly dues can be credited toward any future service or product you purchase. For example: if you've been a member for two years, you have accumulated more than \$190. If you want a new faucet or need a plumbing service, you can credit 100% of the membership dues you've paid towards the purchase or service cost. In other words, your membership as well as all the preceding three benefits cost you nothing... **you can't lose!**

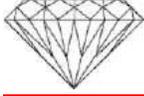


***Call our office or email  
us for more information!***

**269-687-7192**

**AdvantagePlumbing2000@gmail.com**





## **The Diamond Club: Frequently Asked Questions**

*For the First 30 months of the Agreement:*

Is there a time limit on when accumulated total in Diamond Club Savings can be used?

*The accumulated totals are available at any time while your membership is active.*

Are customers able to use the accumulated totals for only new installs, or can it be used for any type of work?

*Accumulated totals can be used towards ANY type of work from Advantage Plumbing.*

What happens after the first 30 months?

*After the first 30 months, the membership premiums stop accumulating. Any un-used accumulations will still be available for use as long as membership is active.*

What if I cancel my membership and then renew at a later time?

*Credits accumulate for a total of 30 months per household. Once membership is stopped, credits no longer accumulate. Any un-used credits at time of cancelation will no longer be available for use.*

*If membership is renewed, you pick up right where you left off: Any prior obtained credits will become available again with active membership. Credit accumulation does not exceed a total of 30 months per household so long as ownership does not change.*

If only a portion of the accumulated credit is used, what happens to the balance?

*Accumulated credits are available as long as membership is active. Any un-used balance available at termination of membership stays with the company. If you should re-activate your membership, accumulated totals pick up right where they left off.*

Is there a recommended schedule for the first Maintenance Visit once membership has been started?

*No, whenever you are ready we will be glad to schedule your appointment.*

Is there a specific name for the Maintenance visit?

*No, but we do often refer to it as the "Diamond Club Inspection"*

What pricing discounts do members receive?

*Diamond Club members receive a 25% discounted price towards repair work. (10 level pricing) excluding drain cleaning. Members receive a 10% discounted price towards new installations, such as new water heater, faucet, toilet, or re-pipe of home. Discounted pricing does not apply to Evaluation Fee.*

As a Diamond Club Member, do I still have to pay the Evaluation Fee?

*The Evaluation/ Diagnostic fee does still apply for scheduled service visits.*

What does Priority Scheduling mean?

*Priority scheduling means that if you call our office needing plumbing service, you are guaranteed same day service, even if our schedule is fully booked! Service Calls placed within the last 2 hours of the business day are guaranteed for the next business day.*

*Priority scheduling applies for Service Visits only and does not include scheduled visits such as Diamond Club Inspections, Free Estimates, or Winterizing services.*

How do I cancel my membership?

*You are free to cancel your membership at any time! To cancel, please send your request to terminate your membership in writing to our office. Please allow up to two weeks for membership termination.*