



81 Monaco Drive
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MAS REWARDS PROGRAM

Preventive Maintenance That Pays You Back

Here's your chance to protect one of your home's most vital systems and save money in the process! **MAS Rewards** combines significant service perks and discounts with preventive protection against costly plumbing problems down the road. A full year's coverage costs **just \$179** – a small price to pay for the peace of mind every homeowner deserves.



Here's What the Program Includes...

Your MAS Rewards coverage begins with an expert **“whole house visual inspection”** of your entire plumbing system – a \$250 value that covers everything from faucets, fixtures and toilets to sump pumps, water heaters and more. After that, you'll enjoy a range of benefits designed to save you time, trouble and money all year long. Including:

Comprehensive inspection report identifying problem areas and offering service recommendations

10% discount off regular hourly rates

Discounted emergency service work charged at regular service rate

“Fast Pass” priority service for preferential same-day and next-day scheduling

Extended warranty on labor and workmanship



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... and Here's the "Fine Print."

Like all customer loyalty programs, MAS Rewards comes with certain conditions and limitations. Please read the following carefully before you enroll.

Eligibility & Membership

- MAS Rewards is available to residential plumbing customers only and only in communities which MAS Plumbing regularly services. Commercial properties and residential contractors are not eligible.
- The program is limited to one membership per household at one residential address and may not be combined with other accounts. Membership and benefits are not transferable to another party or address.
- Period of membership is 12 months, beginning on the initial enrollment date. Renewal is automatic; participating customers will be notified approximately 2 weeks prior to their renewal date via email and may choose to opt out at that time. The renewal purchase would be at the latest program rate (which may not be the same as the rate previously paid for the program).
- MAS Plumbing reserves the right to cancel a customer's agreement at any time, as well as to change the terms and inclusions of the MAS Rewards program at any time and shall have no liability beyond refunding a prorated portion of the current year's fee.

Benefits & Discounts

- MAS Rewards program benefits and discounts cannot be combined with other company offers or coupons. Maximum total discount per service estimate is \$300.
- Program benefits are effective immediately upon receipt of payment, but are not applicable to any service visit that took place prior to program enrollment.
- The program also includes an extended labor warranty on most services, doubling our standard 30-day warranty to 60 days. Services not warranted and not subject to this or any other warranty include drain clearing and rodding and hydro-jetting.

Rates & Priority Service

- MAS Rewards customers are charged standard rates for all work, including after-hours emergency calls and active plumbing issues they know or should know exist before the program inspection. Please note this does NOT apply to non-emergency service requests, e.g. leaky faucets, clogged sinks, etc. In general, routine service is handled during normal business hours and is not treated as an emergency.
- MAS Plumbing is closed on 7 major holidays: Thanksgiving, Christmas, New Year's Day, Easter Sunday, Memorial Day, Independence Day and Labor Day. While we do have technicians on call to handle emergencies on those days, our higher emergency and/or holiday after-hours rates apply on these holidays, regardless of MAS Rewards membership.
- Our Fast Pass Priority Service is an exclusive MAS Rewards that provides preferential scheduling for program members, usually same day or next morning. On those rare occasions when those appointment times are not available, we will book the member's appointment for the earliest available time slot.

Home Plumbing Inspection

- Our home plumbing inspection includes a comprehensive visual inspection of your home's plumbing system and a written report assessing the condition of a set list of components. It is a central benefit of the MAS Rewards program and one that we highly recommend members take advantage of. However, it is the responsibility of each member to schedule the inspection visit with our dispatcher. The homeowner must be present when the inspection takes place.

Ready to Start Saving? Enroll Now!

Call [\(630\) 634-7768](tel:(630)634-7768) now to enroll your home in MAS Rewards.