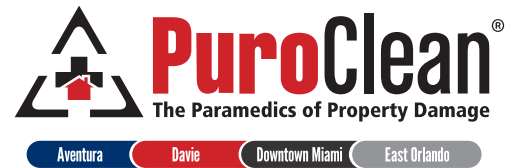


# PREFERRED CLIENT RATES



We have a **Customer Loyalty Program (CLP)** in place which outlines the benefits and rate sheets. We have included a printed copy of our CLP.

Our CLP includes the most common rates for Xactimate pricing and Time & Material Pricing for regular hours and afterhours/weekends and holiday hours. Additionally, we have included a printed copy of our 2025 price list.



## CUSTOMER LOYALTY PROGRAM BENEFITS INCLUDE:

- FREE ESTIMATES
- DISCOUNTED PRICING
- DIRECT ACCESS TO OWNERSHIP
- A ONE-TIME \$3,000 CREDIT
- 24/7 PRIORITY ACCESS TO PUROCLEAN SERVICES
- COMPLIMENTARY EMERGENCY MANAGEMENT PLAN (EMP)
- PRE-AUTHORIZATION WITH DO NOT EXCEED AMOUNT FOR AFTERHOUR RESPONSE IN EFFORT TO REDUCE RISK OF SECONDARY DAMAGE
- FLEXIBLE CANCELLATION
- CONTINUOUS COMMUNICATION
- AND COMPREHENSIVE DOCUMENTATION FOR EVERY JOB

**CUSTOMER LOYALTY PROGRAM & EMERGENCY RESPONSE AGREEMENT**

**Effective Date:** This Agreement is effective as of \_\_\_\_\_, 2025 regardless of the actual date of signatures.

**Term and Termination:** This Agreement is cancelable at any time by either party with a thirty (30) day notice sent in writing to the other party. This Agreement will automatically renew each year until canceled. In the event of termination, Customer will pay PuroClean only for work performed through the date of termination based on the approved work order(s), service authorization(s) or estimate(s).

**Do Not Exceed (DNE) Amount:** As part of this Agreement the Customer will sign a blanket Work Authorization with a DNE (Do Not Exceed) amount of \$\_\_\_\_\_ that will allow PuroClean to start any emergency job up to the pre-approved DNE amount. Any estimated amount in excess of the DNE will be presented by PuroClean to the Customer for approval. This is intended to avoid any delays in starting the mitigation and stabilization of the emergency in case the customer's approval signature is not available.

The people listed below are considered Authorized Representatives of the Client and can request Emergency Services or give PuroClean authorization to remove drywall, flooring, or other structural materials required to remediate and restore an affected location. These representatives have the authority to provide approval for any work to be done at the Client location. Exceptions or changes to this authority must be provided to PuroClean in writing prior to any requests for service. Client understands that services can be delayed if PuroClean is unable to make contact with an authorized individual when approval to move forward is required.

Name: \_\_\_\_\_ Title: \_\_\_\_\_ Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_ Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_ Phone: \_\_\_\_\_

PuroClean will not be liable for any additional damages that may result if there are delays due to being unable to obtain approval from an authorized individual.

**Customer Loyalty Pricing:** Services provided by PuroClean under this Agreement will be charged in accordance to the most recent Xactimate Pricing List for Projects below \$20,000.00 or the PuroClean Corporate T&M Pricing list for projects above \$20,000.00.

Customer Loyalty Program Page 1 of 4 Preferred Customer Initials: \_\_\_\_\_

## PUROCLEAN CLP EXAMPLE REFERENCE

Water

Fire

Mold

Biohazard