



ProGuard Services LLC

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Licensed & Insured

PROGUARD SERVICES

Exterior Maintenance Membership Service Agreement

This Service Agreement (“Agreement”) is entered into between **ProGuard Services**, hereafter referred to as “Company,” and the undersigned property owner (“Member”).

By enrolling in a ProGuard Services membership, Member agrees to the terms and conditions outlined below.

1. PURPOSE OF MEMBERSHIP

ProGuard Services provides a **preventative exterior maintenance membership program** designed to identify small issues early and reduce the likelihood of costly repairs.

Membership includes scheduled exterior inspections and minor preventative maintenance services depending on the selected membership tier.

ProGuard Services is not insurance, a home warranty, or a guarantee against damage or structural failure.

2. MEMBERSHIP PLANS

ProGuard offers the following membership tiers:

- Essential Care
- Home Guard
- Total Protection
- Elite Property Care

Each plan includes specific service frequencies, inspections, and maintenance services as described on the ProGuard Membership Plans page.

Services vary by membership tier.

3. SCOPE OF SERVICES

Membership services include preventative maintenance tasks such as:

- Exterior property inspections
- Caulking and sealant touch-ups
- Fastener tightening
- Minor trim resecuring

- Visual roof monitoring
- Gutter cleaning based on membership tier
- Exterior condition reporting

Services are limited to **minor preventative maintenance only**.

Membership does **not include**:

- Structural repairs
- Roof replacement or major roof repairs
- Siding replacement
- Interior repairs
- Insurance claim handling
- Electrical, plumbing, or HVAC work
- Repairs caused by neglect, misuse, or structural failure

Any work outside the scope of preventative maintenance will be **quoted separately**.

4. INITIAL INSPECTION AND EXISTING CONDITIONS

An initial inspection may be performed upon enrollment.

Any **pre-existing conditions or damage** identified during the inspection may be documented and may require separate repair services.

Pre-existing conditions are **not covered under membership services**.

5. INSPECTION REPORTS

Following scheduled inspections, ProGuard will provide a **digital inspection report** that may include:

- Photos of observed conditions
- Maintenance actions performed
- Recommendations for repairs or improvements

Inspection reports are provided for **informational purposes only** and are not engineering reports or structural certifications.

6. MEMBERSHIP TERM AND BILLING

Membership fees may be billed **monthly or annually**, depending on the plan selected.

Monthly Membership Commitment

All monthly memberships require a **minimum 12-month commitment** beginning on the enrollment date.

If a member cancels before the completion of the 12-month term, the remaining balance of the commitment period may become immediately due.

Membership automatically renews unless canceled according to the cancellation terms below.

7. PAYMENT FAILURE

Members are responsible for maintaining an active payment method.

If payment fails or becomes inactive, ProGuard may **suspend membership services** until the account is brought current.

8. SCHEDULING AND PROPERTY ACCESS

Members agree to provide **reasonable and safe access** to the property for inspections and maintenance services.

Members do not need to be present during inspections unless otherwise required.

If access is restricted or unsafe conditions exist, ProGuard reserves the right to **reschedule services**.

9. WEATHER AND SAFETY CONDITIONS

Exterior services may be affected by weather conditions.

ProGuard reserves the right to **delay or reschedule services** due to:

- Rain
- Snow or ice
- High winds
- Unsafe roof conditions
- Hazardous jobsite conditions

10. HOMEOWNER RESPONSIBILITIES

Members are responsible for maintaining safe property conditions and notifying ProGuard of known hazards.

ProGuard is not responsible for damages resulting from:

- Lack of homeowner maintenance
- Improper prior construction or installation
- Pest infestations
- Structural defects
- Debris accumulation between scheduled services

11. PRIORITY SCHEDULING

Active ProGuard members receive **priority scheduling for inspections and maintenance services**.

Priority scheduling is subject to weather conditions, service demand, and technician availability.

12. STORM DAMAGE AND EXTERNAL EVENTS

ProGuard may provide **post-storm inspection and documentation services** when applicable.

Membership does **not cover repair costs resulting from:**

- Severe weather
- Natural disasters
- Fallen trees
- Structural failures

Recommended repairs will be quoted separately.

13. ADD-ON SERVICES

Optional services may be added to an active membership including:

- Snow removal membership
- Detached structure coverage
- Additional gutter cleanings
- Seasonal inspections

Add-on services are billed separately.

14. SERVICE AREA

ProGuard Services operates within designated service areas.

If a property falls outside of the service area, ProGuard reserves the right to decline or terminate membership.

15. TRANSFER OF MEMBERSHIP

Membership may be transferred to a new property owner at the same address with written approval from ProGuard Services.

16. CANCELLATION

Members may cancel their membership according to the terms outlined in this agreement.

Monthly memberships require completion of the **12-month commitment period** unless otherwise approved by ProGuard.

Upon cancellation, membership services and benefits will end at the conclusion of the billing period.

17. LIMITATION OF LIABILITY

ProGuard Services provides preventative maintenance only.

ProGuard shall not be liable for:

- Hidden or latent defects
- Pre-existing damage
- Structural failures
- Damages caused by severe weather
- Work performed by third-party contractors

Liability is limited to the **value of services provided under the active membership.**

18. RIGHT TO REFUSE SERVICE

ProGuard reserves the right to refuse or terminate service if:

- Unsafe property conditions exist
- Technicians face safety risks
- Members violate the terms of this agreement

19. MODIFICATIONS TO TERMS

ProGuard Services reserves the right to update membership terms as needed.

Members will be notified of significant changes prior to renewal.