



# A.B. May SERVICE PLANS *Silver & Gold*

Heating • Cooling • Plumbing • Electrical • Appliance

913.383.2222 | abmay.com





## WAY TO INVEST IN YOUR HOME!

Your home is likely your biggest investment, but house repairs can quickly make owning a home complicated and stressful. We are here to help you navigate the problems that happen in every home. We work hard to offer Kansas City homeowners like you a consistently great experience so you can get back to doing the things that matter most.

### ***WHAT IS AN A.B. MAY SERVICE PLAN?***

Your home systems work hard every day, and we are here to keep them running. Our service plans help KC homeowners plan for both routine maintenance and hundreds of home repairs due to normal wear and tear. If we can't fix it, we'll replace it for you with a standard, builder-grade product or offer you a check. You can count on consistent service from start to finish with A.B. May Service Plans.

We realize that every home is unique, and we will work with you to find the right coverage options for your home. Details are outlined in this brochure, so take the time to read it carefully. If you have questions, please give us a call. We are happy to fully explain our standard coverage, benefits, and additional coverage options.



SCHEDULE SERVICE



CHOOSE A  
REPAIR SOLUTION

UNDERSTAND THE PROBLEM  
AND YOUR OPTIONS



EXPERIENCE A JOB  
WELL DONE



# OUR PROMISE

We respect your home and keep it clean.

We answer our phones 24 hours a day.

We respond to emergencies 24/7.

We give our technicians top-level training.

We stand by our work.

We provide a consistent experience with every service call.



## In the last year, A.B. May has tackled more than 50,000 covered repairs for things like:

- Dripping faucets
- Running toilets
- Broken air conditioners
- Slow drains
- Failed sump pumps
- Bad blower motors
- Faulty water heaters
- Clogged garbage disposals
- Dishwashers that don't drain
- Backed up sewers
- Faulty outlets
- Non-working thermostats
- Leaking showerheads
- Inoperable ceiling fans

**“ The technician was courteous and very knowledgeable in his job. I would highly recommend A.B. May’s service, and their well trained technicians!**

*Romero, Google Reviews*

**”**



MORE THAN  
**96.6%**  
OF OUR CUSTOMERS  
RECOMMEND A.B. MAY\*

**"A.B. May has always given me outstanding service and quality workmanship... Thank you!"**

*Mollie, Google Reviews*

**"A.B. May sent a very qualified tech to my house. He took care of the problem quickly and efficiently and even asked if I wanted him to do something else that was not part of his job. Thanks A.B. May, a terrific company."**

*Richard, Better Business Bureau*

**"A.B. May was a very thorough company. They did the job right and were very friendly to have in my home. I was very pleased with the work they did and the way they cleaned up afterwards... Thank you A.B. May for the great job."**

*Mary, Google Reviews*

*\*52,963 customer surveys, 2016-2018.*



BBB Rating: A+



700+ Reviews

# YOUR SERVICE PLAN INCLUDES...

- **24-Hour Emergency Response**
- **15% Discount\***
- **Heating and Cooling**
- **Electrical**
- **Plumbing**
- **Appliance\*\***
- **Sewer and Drain Cleaning**

- Combined System Maintenance (one per year)
- \$60 service fee per trade call
- Plans start at \$55/month for Silver and \$70/month for Gold
- Get up to \$2,000 credit towards covered repairs on every trade call
- Free service fee coupon

\*Doesn't apply to new heating and cooling installations or sewer replacements

\*\* Available with Gold Service Plans

## HOW YOUR SERVICE PLAN WORKS...

- Call A.B. May whenever you have a problem. We will help you determine which trade technician you need and schedule a convenient service window with you.
- Before we send a technician to your home, we will call to confirm you will be there.
- We will explain the problem and your options for repair. We give upfront, flat-rate pricing that includes a 15% discount for any repair not included in your service plan.
- You can choose the best repair solution for your home.
- We will never begin work without your approval.
- Payment is due at the time of completion.

Your home systems work hard every day, and we are here to keep them running. We safeguard them by providing repairs due to normal wear and tear. While your heating, cooling, plumbing, and electrical systems are included in this service plan, some specific conditions or items within those systems may not be. Limits and exclusions are communicated throughout the brochure.

# HEATING & COOLING

## Silver & Gold Plans

Includes up to two heating and cooling systems

- **One Combined System Maintenance**
- **Heating repairs** (Includes: furnaces, gas and electric forced air, floor furnaces, heat pumps, and PTAC units)
- **Cooling repairs** (Includes: air conditioners, heat pumps, air handlers, mini-splits, geothermals, and PTAC units)
- **Refrigerant\***
- **Thermostats**
- **Humidifiers** (excludes steam)
- **Diagnostic testing**
- **Refrigerant leak tests**

\*Due to the EPA phaseout of R-22 refrigerant, this service plan includes a \$250 max in 2019 and no coverage in 2020 and beyond.

### ADDITIONAL COVERAGE REQUIRED *(See p.13)*

- **Additional Heating and Cooling Systems** (The first 2 systems in the home are included.)
- **Boilers** (*Boilers often take more time to service*)
  - *Includes:* thermostats, flue dampers, transformer pilots, thermocouples, pilot safeties, sight glasses, gas valves, electronic ignitors
  - *Excludes:* piping, radiators, couplers, pumps, gages, expansion tanks, bleeder valve, pressure relief valve

### PARTS UNAVAILABLE

We will offer credit (based on our repair costs) in lieu of repair if the parts are unavailable through our standard purchasing channels.

Compressors, coils, and heat exchangers are excluded on heating and cooling systems 15 years or older and out of warranty.

### OPTIONAL COVERAGE *(See p.13)*

Humidifier maintenance, steam humidifier, zone controls, electronic air cleaners, ultraviolet germicidal lights (includes 1 bulb per year)

*Not Included:* excluded items\*, code violations, cost to access, use of crane/lifting equipment, missing parts, incorrect installations, improperly-sized systems, duct cleaning, water damage caused by part failures, damage caused by condensation or condensate drain line leaks, boiler leaks, secondary drain pans, evaporator coil cleaning and blower wheel cleaning, pumps and pump components for geothermal and/or water source heat pumps, chillers, gravity furnaces, heating/water heater combo units, steam humidifiers

*We Do Not Service:* alternative refrigerant use, well pumps, fuel storage tanks, insulation, cosmetic defects, rust or corrosion, asbestos, silica, bacteria growth, lead, outside or underground piping and components for geothermal and/or water source heat pumps, fireplaces, window units, gas air conditioners, wall mounted heaters, room heaters, oil heating units, wood heating units, pellets, cable heat, portable units, under-floor radiant heat systems

\* See general exclusions on p. 11.



# ELECTRICAL

## Silver & Gold Plans

Coverage is provided to the following electrical components that are attached to the main house structure (inside or out) and are up to code:

- Electrical panels and subpanels
- Electrical wiring
- Circuit breakers
- Electrical outlets
- GFCI outlets
- Switches
- Ceiling fans
- Hardwired doorbells
- Central vacuums (motor only)
- Junction boxes
- Whole house fans

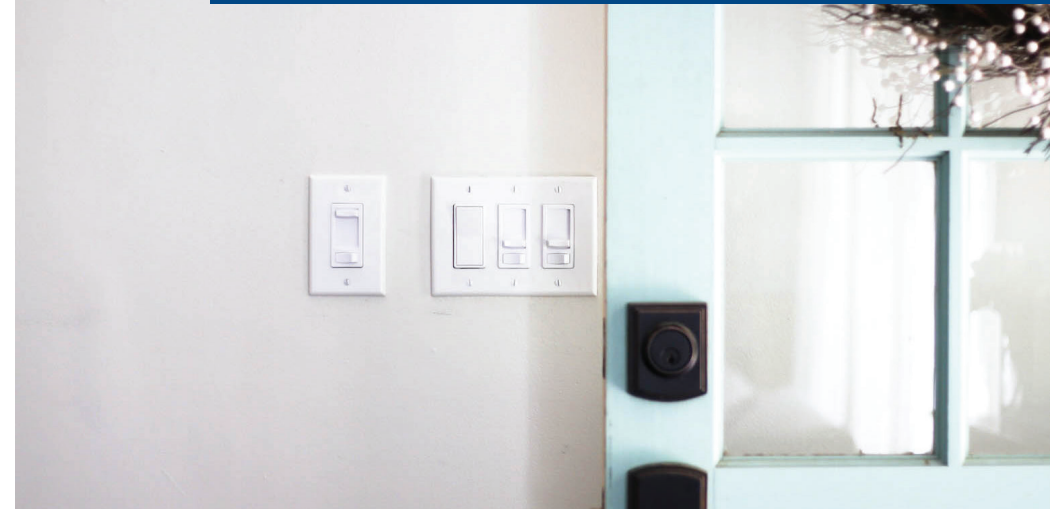
*Not Included - Conditions:* excluded items\*, items damaged by abuse, neglect, or improper use; hazardous/toxic materials, inadequate wiring capacity, branch circuit aluminum wiring, fuse panels, electrical service upgrades, missing parts, power surges, overloads, water damage/corrosion, low voltage relay systems, knob-and-tube wiring, additional charge for access over 15 feet, ground settling, code violations

*Not Included - Items:* generators, light bulbs, batteries, light fixtures, exhaust fans, radon remediation, ballasts, smoke detectors & fire alarms, powered attic ventilators, detached garages or other structures on the property, timers, expansion sleeve, under-floor radiant heat systems, electrical components on detached structures

*We Do Not Service:* WiFi/connectivity, security alarms, intercom systems, audio systems, remote controls, garage doors and openers, battery-operated doorbells

\* See general exclusions on p. 11.

We hold to the National Electrical Code (NEC) for minimum safety standards on electrical wiring and equipment. City may require additional standards.



# PLUMBING

## Silver & Gold Plans

### DRAINS

- Drain stoppages, leaks, or breaks within the foundation walls
- Sewer line stoppages will be augered to the property line or up to 100 feet outside the foundation wall, whichever is shorter.

*Not Included:* code violations, exterior drains, gutters, foundation drains, cracked or broken lines outside the home foundation walls, cost to access

### WATER HEATER

- First water heater system (Additional water heaters require add-on coverage. Optional coverage is available for tankless or power vent water heaters.)
- Residential standard electric or gas tank systems
- If we can't repair your water heater, we will replace it with a standard 40,000 BTU, up to 50-gallon tank, 6-year warranty unit.

*Not Included:* code violations, water heater maintenance, holding or storage tanks, solar water heater components, thermostatic mixing valves, heating/water heater combination units, recirculation lines or pumps

### LAUNDRY BOX AND HOSE

*(black rubber will be used as standard replacement)*

### PRESSURE REGULATOR *(if present)*

### TUB AND SHOWER

- Valves
- Tub spouts
- Showerheads
- Built-in whirlpool motors and pump assemblies
- Drains
- Diverters

*Not Included:* code violations, cracked or broken tubs or showers, shower enclosures, base pans, hand-held showerheads

### FAUCETS

- All faucets
- Instant hot faucets
- Water purifier faucets
- Over-the-stove pot fillers (repair only)
- Hose bibbs
- If we can't repair your faucet, we'll replace it with a standard, builder-grade faucet.

### TOILETS

- Stoppages (no 30 day-warranty)
- If a toilet is non-repairable due to unavailable parts or age, we will replace it with a standard, builder-grade model.

*Not Included:* code violations, damaged or cracked porcelain, macerating toilets, bidets, stoppages caused by objects other than natural waste and toilet paper





## SUMP PUMP

- Properly installed pumps and piping

*Not Included:* code violations, buried lines, batteries, and anything more than 2 feet outside the foundation, improperly installed pumps and piping

## PIPES

- Properly installed interior water and drain pipes
- Grey poly tubing (restricted to \$500 coverage)

*Not Included:* code violations, poor water pressure or rust in water with original galvanized piping, frozen pipes, pipes damaged from freezing temperatures, and subsequent leaks or damage on systems not up to code, improperly installed pipes, curb stops, removing and replacing water service meter

## GARBAGE DISPOSAL (FIRST SYSTEM)

- Stoppages
- If we are unable to repair it, we will replace with a standard, builder-grade model.

*Not Included:* for hardwired disposal a new dedicated outlet is recommended but not included

## GAS LINES

- Repairs inside foundation walls to the gas shut off valve on the fireplace

*Not Included:* code violations, exterior gas lines, fireplace systems, pressure tests

If the water pressure reading exceeds 80 psi, we will make any agreed-upon repairs without a 30-day warranty. A pressure reducing valve is recommended but not included in your service plan.



## ADDITIONAL COVERAGE REQUIRED (See p.13)

- Additional water heaters

## OPTIONAL COVERAGE (See p.13) (EXCLUDES MAINTENANCE AND BATTERIES)

- Water softeners
- Tankless or power vent water heaters
- Sewage ejectors
- Back up sump pumps (excludes batteries)
- Septic tank inlet/outlet tees and pumping (once per year as necessary). Excludes distributing boxes, access, drain field lines, and pumps within the tank.

*Additional Plumbing Not Included:* excluded items\*, code violations, cost to locate, access (including removal of toilet), install (including removal of concrete), or bring to code; permanently installed fixtures including but not limited to cracked or broken ceramic, porcelain, fiberglass, simulated marble, granite, tubs, sinks, tile walls, floors, subflooring and any fixture; code violations, improper installation, missing parts (including missing items or equipment), water pressure, water quality, water color, purity, rust, mineral deposits, yard hydrants, water service lines, damage caused by sewer backup, mold, fungus, chemicals, noises or odors, tile walls, floors, subflooring and any fixture, contractor/customer damage, smoke tests, water recirculating systems, water purification systems, systems that are not up to code

*We Do Not Service:* lift stations, sprinkler systems, caulking/grouting, fire suppression systems

\* See general exclusions on p. 11.

If an included item is unrepairable, we will replace it with a standard, builder-grade model that comes with a one-year warranty. Upgrades are available at your cost. If a builder-grade unit is unavailable, an automatic upgrade will apply. We cannot guarantee matching finish or brand.

# APPLIANCE

## Gold Plans Only

Repairs to the following appliances are covered (one of each in the main kitchen)

- Dishwashers
- Ranges, range hoods, and downdrafts
- Microwave ovens (built in only)
  - Timers and clocks on built-in microwaves, ovens, and ranges are included in the service plan.
- Cooktops, ovens, and warming drawers
- Trash compactors

### OPTIONAL REPAIR COVERAGE

FOR FOLLOWING APPLIANCES:

- Washing machines
- Clothes dryers
- Refrigerators
- Freestanding freezers
- Free standing appliance package: includes (1 each) washer, dryer, refrigerator
- 2nd kitchen package: includes (1 each) dishwasher, range or oven/cooktop, built-in-microwave
- Add-on additional appliances on p. 13

### PARTS UNAVAILABLE

We will offer a check in lieu of repair if the parts are unavailable through our standard purchasing channels. The check/credit amount will be based on our repair costs.

### PAYMENT OPTION

Sometimes it doesn't make sense to repair an appliance that's close to the end of its useful life. Instead of completing the repair, you can request a check based on the cost of the part. This payment option is also offered if the model or serial number cannot be read.

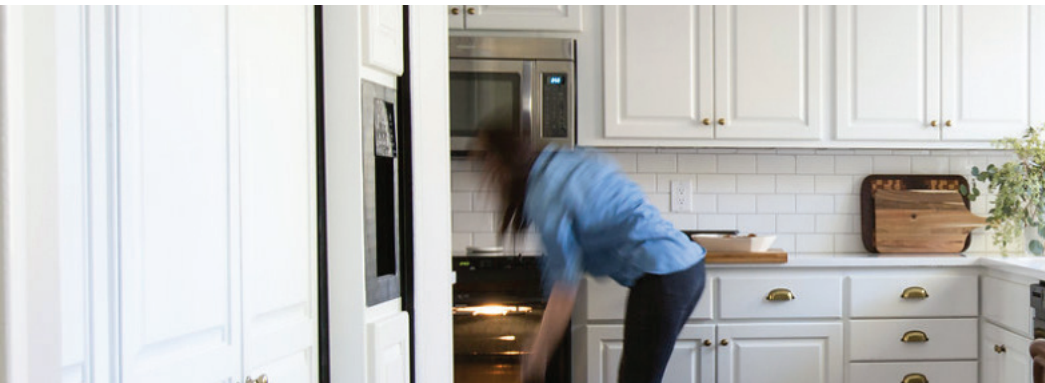
If an appliance is condemned (unrepairable after three or more attempts or at our discretion), we will issue a check or credit in the amount of a standard, builder-grade make and model.

A combination appliance will not be condemned if the failure of one component does not affect the operation of the remaining appliances within the unit.

Once a check is issued, that specific appliance (or appliance function when applicable) is no longer covered.

*Not Included:* excluded items\*, items damaged by negligence, abuse, or improper use, appliance failures from rust, corrosion, or mineral build up, cosmetic defects, missing or removable parts including detachable accessories to any covered item, trays, rollers, racks, shelves, drawers, lights (including sockets), switches if it doesn't affect functionality of unit, trim kits, vents, filters, flues, lock and key assemblies, computerized or internet-related features, wine chillers, freestanding ice makers, installation fees

\* See general exclusions on p.11



## GENERAL EXCLUSIONS

*include but are not limited to...*

- We are not responsible for any covered item or component not operating normally on the first day of the term of this service plan, code violations, or design limitations. We will upgrade to code at your expense when completing an authorized repair.
- This service plan does not cover:
  - The expense to gain access or the expense to repair the damage necessary in order to gain access such as, but not limited to landscaping, paving, concrete, sheetrock, paint, wallpaper, flooring, carpet, ceramic tile, bathtubs, or shower enclosures.
  - The cost of acquiring necessary work permits.
  - The cost to install customer-supplied fixtures
- We are not responsible for concealed/camouflaged damage, contractor or customer damage, improper installation, over/undersized and mismatched equipment, and damage due to abuse, misuse, or neglect (including coil and blower cleaning).
- This service plan does not include cosmetic defects, missing parts, detachable accessories, batteries, light bulbs, grout, caulking, cracked or broken tubs, toilets, showers, sinks, tile, floors, subflooring, or light fixtures.
- This service plan does not include damage to any item as a result of fire, smoke, water, weather events, earthquakes, ground settling, theft, war, vandalism, riots, hazardous materials, rust, corrosion, power surges, power failures, acts of God, or pest/pet damage.
- We are not liable for property damage or personal injury that results either from the failure of any component, system, or appliance or from our delay or failure to provide service due to conditions beyond our control such as unavailability of materials or labor difficulties.
- We are not responsible for foundation and building structure repairs, wells, and cisterns.
- We are not responsible for odors, noises, inadequate airflow, mold fungus, chemicals, asbestos, silica, lead, or the treatment for wood infestation or other insects.
- Repair of damage resulting from alterations or additions made to the property is not included in this service plan.
- This service plan does not include computerized, WiFi, or internet-related features.

## LIMITATIONS

*of coverage and damages*

- This service plan applies only to single-family residences including those within condos, townhouses, duplexes, triplexes, and fourplexes. It does not cover mobile homes. Outbuildings, detached garages, and other structures on the property are not included.
- We must be notified while the service plan is active in order for an item to be repaired under this service plan.
- We base replacement items and credits on builder-standard grade makes and models. We are not responsible for matching color, finish, or brand.
- We will not be responsible for replacing combination appliances when the failure of one component does not affect the operation of the remaining within the unit.
- We will not reimburse other vendors for service performed without our prior approval.
- Flue inspections will be limited to three feet or the distance from the unit to the first entry point (i.e. wall, ceiling, etc.), whichever is shorter.



# SILVER AND GOLD PLAN COMPARISON

Systems and Appliances		SILVER	GOLD
	Price	\$55/month	\$70/month
	Service fee	\$60	\$60
	Free service fee coupon	1	1
	Discount on non-covered services	15%	15%
	Term of coverage	Monthly	Monthly
HEATING AND COOLING	Combined system maintenance	1	1
	Heating (up to 2 systems)	•	•
	Cooling (up to 2 systems)	•	•
	Thermostats	•	•
	Humidifiers	•	•
PLUMBING	Refrigerant	•	•
	Drain stoppages	•	•
	Water heater (first system)	•	•
	Laundry box and hoses	•	•
	Pressure regulators	•	•
	Faucets	•	•
	Showerheads	•	•
	Whirlpool motors and pump assemblies	•	•
	Toilets	•	•
	Sump pumps	•	•
	Pipes	•	•
	Garbage disposal (first system)	•	•
	Gas lines	•	•
ELECTRICAL	Electrical panels, wiring, breakers, fuses	•	•
	Electrical outlets, GFI outlets, switches	•	•
	Ceiling fans, whole house fans	•	•
	Hardwired doorbells	•	•
	Central vacuums (motor only)	•	•
APPLIANCE	Dishwashers		Repair Coverage
	Ranges, range hoods, and downdrafts		Repair Coverage
	Microwave ovens (built-in only)		Repair Coverage
	Ovens		Repair Coverage

*Optional additional coverage:* humidifier maintenance, steam humidifier, zone controls, electronic air cleaner, ultraviolet germicidal light (includes 1 bulb per year), freestanding appliance package (includes one of each - washer, dryer, refrigerator), second kitchen package (includes one of each - dishwasher, range or cooktop, built-in microwave), add-on appliances (each appliance - washer dryer, refrigerator, range, dishwasher, built-in microwave, disposal, freestanding freezer), septic tank, sewage ejector, water softener, backup sump pump (excludes batteries), tankless or power vented water heater.  
See next page for more information on pricing.

For more information, visit [abmay.com](http://abmay.com) or call 913.383.2222.

# CALCULATE YOUR PRICE

<b>SERVICE PLANS:</b>		
Silver <i>(appliance not included, \$60 service fee)</i>	\$55/month	_____
Gold <i>(appliance included, \$60 service fee)</i>	\$70/month	_____
<b>REQUIRED ADDITIONAL COVERAGE:</b>		
Additional heating & cooling system <i>(after second)</i>	\$23.75/month	_____
Additional water heaters <i>(after first)</i>	\$7/month	_____
Boiler	\$8/month	_____
<b>OPTIONAL ADDITIONAL COVERAGE:</b>		
Steam humidifier <i>(includes maintenance)</i>	\$15/month	_____
Humidifier maintenance	\$4.50/month	_____
Zone controls	\$16.75/month	_____
Electronic air cleaner	\$4.50/month	_____
Ultraviolet germicidal light <i>(includes 1 bulb per year)</i>	\$12.50/month	_____
Septic tank	\$8.75/month	_____
Sewage ejector	\$11.50/month	_____
Water softener	\$8.75/month	_____
Backup sump pump <i>(excludes batteries)</i>	\$7/month	_____
Tankless or power vented water heater	\$8.75/month	_____
<b>OPTIONAL APPLIANCE COVERAGE (GOLD ONLY):</b>		
Freestanding appliance package <i>(includes one of each - washer, dryer, refrigerator)</i>	\$14.25/month	_____
Second kitchen package <i>(includes one of each - dishwasher, range or cooktop, built-in microwave)</i>	\$14.25/month	_____
Add-on appliances <i>(each appliance - washer, dryer, refrigerator, range, dishwasher, trash compactor, built-in microwave, disposal, freestanding freezer)</i>	\$7/month	_____
<b>TOTAL AMOUNT DUE:</b>		_____

# TERMS AND CONDITIONS

This service plan covers only the systems and appliances noted on the service plan confirmation and located on the covered property. We will repair, replace, or make a reasonable allowance towards replacement at our discretion any covered item in normal operating condition on the first date of this service plan. We and other companies under our direction will provide services for coverage outlined in this brochure. All covered items are subject to these terms and conditions.

## TERM & RENEWAL

Coverage is effective immediately upon payment and will automatically renew each month at the current renewal rate. You will be notified at least 30 days in advance of any changes in price or terms, and you will have the opportunity to opt out before any changes take effect. You may cancel by emailing us at [cancel@abmay.com](mailto:cancel@abmay.com) with 30 days' notice. *We reserve the right to inspect the covered property and all covered appliances and systems before issuing this service plan.*

## PRICE

The base monthly price for this service plan is \$55 for Silver and \$70 for Gold. Payment may be made through automatic credit card or bank account debits. Annual payments may be made through our Service Plan Administration team and are subject to a \$25 processing fee. Your payment signals the acceptance of the terms of this service plan. Failure to make payment on time will result in suspension of service. *See p. 13.*

## REQUIRED COVERAGE

Additional coverage is required for homes that have a boiler, more than one water heater, or more than two heating and cooling systems. Required covered fees are added to the base price of your service plan and included in your monthly payment. Service to any heating and cooling system and/or water heater will not be covered without the additional required coverage. *See p.13.*

## SERVICE TIME

We will respond during normal business hours. It is your responsibility to provide access to the covered property for repairs during normal business hours. If you request service after hours, an additional after-hours service fee of \$50 will be charged.

## EMERGENCY RESPONSE

For emergency service, we will respond within 24 hours of notification. We define emergency as the failure of a covered item which may cause personal injury or substantial damage to property if not addressed within 24 hours of notification.

## SERVICE FEE

A \$60 service fee will be charged for each trade service call. A trade service call is determined by the type of technician (heating, cooling, plumbing, electrical, appliance) who diagnoses and completes the repair. Service calls for different trades cannot be combined into one call or service fee.

We will guarantee repairs performed under this service plan for 30 days. Exclusions are outlined in this brochure and in writing at the time of repair. We will charge \$25 for any returned check or insufficient bank account debit. **Note to Kansas residents: Tax will be added to appliance service calls.**

## PREVENTATIVE MAINTENANCE

Your service plan includes one Combined System Maintenance per year. Our complete preventative maintenance cleans, checks, and prepares your heating and cooling system for the year during a single appointment. Regular system maintenance increases efficiency, ensures safety, and helps prevent breakdowns when you need your systems most. There is no service fee for combined system maintenance appointments unless the technician also completes an approved repair.

## SERVICE FEE COUPON

Your service plan includes one free service fee coupon each year. It will come in the mail, and you may present it at the time of service to waive the service fee on one trade service call each year.

## DISCOUNTS ON NON-COVERED ITEMS

A 15% discount on non-covered repairs is included in your service plan. The price quoted at the time of service will reflect this discount. For new equipment and sewer replacement, other promotions and discounts may apply.

## THIS SERVICE PLAN IS NOT A CONTRACT OF INSURANCE.

*(Continues on following page)*

# TERMS AND CONDITIONS

(Continued)

## LIMITATIONS OF LIABILITY

- Our obligation is only to you and is limited to the terms defined in this brochure.
- Maximum coverage under this service plan is \$2,000 per trade service call.
- Due to the EPA phaseout of R-22 refrigerant, this service plan includes a \$250 maximum for R-22 in 2019. Beginning in January 2020, R-22 will no longer be included in this plan.
- \$500 maximum for grey polybutylene pipe.
- We will not be liable for damage from condensation leaks, frozen pipes, or drains.
- We will not be liable for consequential damages.

## TERMINATION

**We may terminate this service plan without notice:**

- If you fail to pay service call fees.
- In the event of fraud or misrepresentation by you of any fact or circumstance relating to the appliance, electrical, or mechanical systems.
- If we determine the covered property to be unsafe and the conditions are not corrected by you within 30 days of written notification.

## TERMINATION FOR NON-PAYMENT

If you fail to make any payment as required by this service plan, you acknowledge that all services have been provided under this service plan at a discount and agree that you will be responsible for the full price of all services provided to date at the current rate for like services not provided under a service plan. We will bill you for those services, and payment will be due and payable upon receipt. If this service plan is referred for collection or legal action, you agree to pay us all interest, costs, and expenses including reasonable attorney's fees that we incur.

## MODIFICATIONS

The terms of this service plan and the renewal prices are subject to change. You will receive 30 days' notice of any modifications and the option to cancel your service plan if you do not agree to the new price and terms. By making payment, you signal acceptance of the terms of this service plan.

## PRIVACY

A.B. May respects your privacy and wants to let you know that we may use your information in an aggregated manner with your personally identifiable information removed for marketing and other similar uses.

## LEGAL MATTERS

The laws of the State where the covered property is located govern the interpretation of this warranty and all other claims

**Each party waives its right to a jury trial in any court action arising among the parties under this service plan or otherwise related to this service plan, whether made by claim, counterclaim, third party claim, or otherwise.**

**Any proceedings to resolve or litigate any dispute in any forum will be conducted solely on an individual basis. Neither you nor we will seek to have any dispute heard as a class action, private attorney general action, or in any other proceeding in which either party acts or proposes to act in a representative capacity. All disputes must first be submitted to the other party as a formal, written complaint. This can be emailed to [resolution@abmay.com](mailto:resolution@abmay.com) with the subject line: Formal Dispute.**

## SEVERABILITY AND WAIVER

If any part of this service plan is declared invalid, unenforceable or impaired in any way, the validity of the remaining portions will remain in effect as if the service plan had been executed without the invalid portion. The waiver of a breach of any term or condition of this service plan does not constitute the waiver of any other breach of the same or any other term. In order to be enforced, a waiver must be in writing, signed by the waiving party.

## ENTIRE AGREEMENT

The service plan confirmation and brochure contain the entire agreement between you and us. It supersedes any prior oral or written agreement. Any modifications must be in writing signed by both parties.

# CONTACT US!

*We want to answer your questions.*



913.383.2222



info@abmay.com



A.B. May  
7100 E 50th Street  
Kansas City, MO 64129