

# Sherlock Leak Detectives



Service Order / Receipt Date: \_\_\_\_\_

Customer name: \_\_\_\_\_

Phone: \_\_\_\_\_

Service address: \_\_\_\_\_

Referred by: \_\_\_\_\_ Phone: \_\_\_\_\_

Insurance Co. \_\_\_\_\_ Claim No. \_\_\_\_\_

Email: \_\_\_\_\_ Invoice paid by \_\_\_\_\_

| Service Requested                               | Total |
|---|-------|
| Leak Detection / Service Call / Consultation    |       |
| Weekend – After Hours / Travel                  |       |
| Amount Paid: Check #      Credit Card      Cash |       |

Service Description: \_\_\_\_\_

Notes: \_\_\_\_\_

An electronic / acoustic, meter test and static pressure test were utilized to determine that no leaks were present in the pressurized domestic water system at the time of the survey. Water system was holding pressure of \_\_\_ PSI for \_\_\_ minutes.

### Release of Liability

I hereby acknowledge that “Sherlock Leak Detectives” informed me that I should have a hazardous material survey (including but not limited to the testing for asbestos, lead and mold) prior to having anyone perform any invasive actions to the ceilings, walls, floors and other building materials.

I have declined “Sherlock Leak Detectives” recommendation to have a hazardous material survey completed and requested that they continue with their work without delay. I clearly understand that their investigation may involve disturbing the ceilings, walls, floors and other building materials in order to attempt to locate the plumbing leak.

I am hereby releasing “Sherlock Leak Detectives” from any and all liability and/or any responsibility for any contamination of hazardous materials (including but not limited to asbestos, lead and mold) whether caused by “Sherlock Leak Detectives” or any others that results from my decision not to have a hazardous material survey completed. Signature: \_\_\_\_\_

I authorize “**Sherlock Leak Detectives**” to perform the services requested as specified in the Customer Authorization Agreement on the reverse side, and approve the statement above:

Customer signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Customer Authorization Agreement

1. **Unless other arrangements agreed upfront**, the customer agrees to pay "Sherlock Leak Detectives" the charges set forth on the reverse side of this document. Payments shall be made C.O.D. at the time services are rendered or Net 30 Days if credit has been pre-approved. If payment is not made within such time period, customer agrees to pay interest at the rate of 2% per month (24% per annum) on the unpaid balance from the date of billing. In the event that it is necessary to refer customer's account for collection, the customer hereby agrees to pay all costs of collection including attorney's fees incurred. All returned checks will be subject to a \$25.00 fee.
2. The customer agrees and understands the water or gas leak detection survey provides the location of one leak (at a time) within the piping system. Further leak surveys are a separate charge at the original rate. The leaking pipe, if traceable, will be located and marked from fixture to fixture at the customer's request. Further pipe tracing is a separate charge. When no leak exists within the piping system, the survey charge is applicable. The customer agrees and understands that the charges for a leak detection survey are not predicted on one hundred percent (100%) accuracy and are marked on a "best effort" basis. If the piping is PVC, "Sherlock Leak Detectives" will give a general location due to inability to trace PVC piping. If the leak detection cannot be performed due to pipe insulation, lack of a shut-off valve or for any other reason, the scheduled service call will be paid in full and considered a consultation as to the actions needed to prepare the site for the leak detection. The customer agrees that if, for any reason, the leak detection cannot be completed on the scheduled appointment date, e.g., no access, water running, etc., then the service call will still be paid in full.
3. The customer agrees and understands that the payment of sewer and drain line surveys are not contingent upon the accuracy of the given depth unless the description of the price quotation reflects the sewer depth survey shown on the reverse side of this documentation. The customer also agrees and understands that when locating a stoppage within a sewer line or a broken sewer line, a mechanical sewer rod or electrical sewer snake will be inserted in the sewer line and moved forward until its forward movement is impeded or restricted. At that point, the sewer line will be marked.
4. It is agreed and understood that as a result of local soil conditions, construction materials and other variables, "Sherlock Leak Detectives" has given no warranty or guarantee, express or implied, that it will be able to locate any or all of the items contracted for. No salesperson, firm or corporation is authorized to agree or assume for "Sherlock Leak Detectives" any other liability in connection with the contracted services. The parties agree that if "Sherlock Leak Detectives" fails to locate any of the buried items contracted for, whether by negligence, breach or otherwise, the potential damages recoverable by customer from "Sherlock Leak Detectives" shall not exceed the contract amount. This amount is agreed to as liquidated damages, with the understanding that "Sherlock Leak Detectives" has not guaranteed or warranted its performance in any matter.
5. "Sherlock Leak Detectives" will not be held responsible, whether financial or otherwise, for any possible inaccurate location of utilities, and it assumes no responsibility or liability for any damages to utilities caused by excavation performed by the customer, property owner or contractor.
6. Leak detection and/or utility location may involve drilling in the flooring and concrete slab, pulling back carpeting and minor cutting of walls and/or ceiling to inspect and confirm location of the service requested. These operations will be performed after prior consent of the person who ordered the service. "Sherlock Leak Detectives" does not repair any of the investigative actions performed during the location of the service requested, and will not be responsible for any collateral damage to the property. Such repairs are the customer's sole responsibility.
7. "Sherlock Leak Detectives" assumes no responsibility for the contamination of hazardous material (including, but not limited to, asbestos, lead or mold) whether caused by "Sherlock Leak Detectives" service technician or any other contractor. The customer is advised to order a complete hazardous material survey (including testing for asbestos, lead and mold) prior to the beginning of any construction or demolition activity. Further, the customer is advised to verify the existence of any post-tension cables prior to any cutting or drilling of the concrete slab. "Sherlock Leak Detectives" assumes no responsibility or liability for the cutting of any post-tension cables as a result of the services requested.
8. By signing the service order, the customer verifies that he/she has read and understands the Customer Authorization Agreement and authorizes "Sherlock Leak Detectives" to perform the requested services.