



Preferred customer plan for residential customers
Worry free ownership! It just makes sense!

Current HOMP customers are included in the Silver level. They will have the opportunity to purchase the Gold or Platinum plan when their current HOMP contract expires.

Contract is limited to one piece of equipment. Additional equipment will require a separate contract. The Preferred Customer Plans are only available to customers purchasing a new piece of equipment. The plan can be purchased at the time of equipment purchase, or up to 30 days thereafter.

Silver Level - Free with the purchase of a new piece of equipment. All service benefits are unique to the piece of equipment you are buying. (i.e. none of the service benefits apply to any other equipment you may have). Pick-up and delivery is only available for Riding or Walk Behind equipment. We will not utilize pick-up and delivery for handheld equipment/backpack equipment

- 25% off Pick-up and Delivery services.
- 10% off premium tune up's.
- A zero down time loaner will be available anytime your unit is in the shop, based on the current fee structure.
- Manufacturer's warranty filed on your behalf.
- You will receive priority service preference when your machine is down.

Gold Level – Pricing is listed below, based on your equipment purchase. All benefits are unique to the piece of equipment you are buying. (i.e. none of these benefits apply to any other equipment you may have). Pick-up and delivery is only available for Riding or Walk Behind equipment. We will not utilize pick-up and delivery for handheld equipment/backpack equipment

- 25% off pick-up and delivery charges.
- Maintenance Agreement included (in-house version, or mobile version included. See pricing differences below).
- Zero Down Time is included for the term of the maintenance agreement contract. During the period you are covered by Zero Down Time, you will receive a loner anytime your unit is in the shop. We will provide that loaner to you free of charge, within 24-48 hrs. (**Limited to 1 loan per year**)
- Manufacturer's warranty filed on your behalf.
- You will receive priority service preference when your machine is down.

Walk Power Mower	In-House = \$119.99	Mobile = \$219.99
Tractor/Home Owner Zero Turn Rider	In-House = \$279.99	Mobile = \$379.99
Commercial Gear Drive Walk	In-House = \$289.99	Mobile = \$399.99
Commercial Hydro Walk or Grandstand	In-House = \$369.99	Mobile = \$479.99
HD Homeowner Zero Turn Rider	In-House = \$369.99	Mobile = \$479.99
Commercial Zero Turn Rider	In-House = \$499.99	Mobile = \$599.99

"Same owners, same great service"

In business for over 25 years.

In spring of 2015 West Chester Lawn and Garden will become Moe's Outdoor Equipment and Supplies



The In-House Service Price, above, will require the customer to provide transportation of equipment to WCLG. The Mobile Service Price, above, will require WCLG to perform the scheduled maintenance at the customers home.

Platinum Level – Pricing is listed below, based on your equipment purchase. All service benefits are unique to the piece of equipment you are buying. (i.e. none of the service benefits apply to any other equipment you may have). Pick-up and delivery is only available for Riding or Walk Behind equipment. We will not utilize pick-up and delivery for handheld equipment/backpack equipment.

- Free prep and fuel (up to a \$50.00 value).
- Free initial delivery (a \$49.99 value).
- 50% off pick-up and delivery charges (unlimited trips). **FREE** Pick-up & delivery for warranty repairs on ride on products.
- Home Owners Maintenance Plan included (In-house version, or mobile version. See pricing differences below). The maintenance agreement is valid for the duration of the contract, and is renewable at the renew rate after the end of the contracted period.
- 10% off all parts purchases, including parts that are purchased when your equipment is here for non-warranty related repairs. (excludes accessories)
- Zero Down Time is included for the term of the maintenance agreement. **UNLIMITED USE** while you have a machine in our shop for repairs.
- Manufacturer’s warranty filed on your behalf.
- You will receive priority service preference when your machine is down.

Walk Power Mower	In-House = \$144.99	Mobile = \$259.99
Tractor/Home Owner Zero Turn Rider	In-House = \$349.99	Mobile = \$474.99
Commercial Gear Drive Walk	In-House = \$359.99	Mobile = \$499.99
Commercial Hydro Walk or Grandstand	In-House = \$459.99	Mobile = \$599.99
HD Homeowner Zero Turn Rider	In-House = \$459.99	Mobile = \$599.99
Commercial Zero Turn Rider	In-House = \$624.99	Mobile = \$749.99

The In-House Service Price, above, will require the customer to provide transportation of equipment to WCLG. The Mobile Service Price, above, will require WCLG to perform the scheduled maintenance at the customers home.

Benefits are valid during the contracted period. When a contract is not renewed all benefits will revert back to the Silver level.

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**MAINTENANCE AGREEMENT FOR LAWN EQUIPMENT
2014**

A homeowner maintenance plan is available when new equipment is purchased from West Chester Lawn & Garden. The plan may be purchased at the time the equipment is purchased, or up to 30 days after the equipment purchase. This plan has been in place for the last seven years has proven valuable to hundreds of our customers.

The maintenance plan is designed to insure normal periodic maintenance and adjustments are performed at proper intervals per the owner's manual. Under this plan, the following service is performed on your equipment *at your home, or at WCLG* (during October-February 2014-2015):

- | | | |
|--------------------------|-------------------------------------|--------------------------|
| oil & filter* change | check/adjust engine RPM's | test brakes & adjust* |
| replace air filter | general clean engine/deck | check/tighten wheel |
| replace spark plug | sharpen & balance blades | bolts & hardware |
| replace fuel filter* | check tires for damage/set pressure | clean battery terminals* |
| winterize/stabilize fuel | level deck | check battery voltage & |
| lube starter motor* | adjust air gap pto clutch* | continuity* |
| lube axles & fittings | check belts for wear & adjust | test overall operation |
| test safety system | check transmission & adjust | (*models so equipped) |

In addition, the initial 5-10 hour oil change and initial adjustments as required in the owner's manual will be performed on your new equipment *either mobile or at WCLG*. The homeowner is to call West Chester Lawn & Garden when 5 hours use is on the new equipment and an appointment will be scheduled to perform the initial service before 10 hours of use. The initial oil change must be performed within 90 days of purchase or be forfeited. The Annual service inspection will be scheduled by phone by West Chester Lawn & Garden at a mutually agreeable time. The plan will automatically renew, and you will be sent an invoice at the current renew rate. To continue the plan, you simply pay the bill. To opt out, sign the opt. out section, and mail back to us. It's that easy. If you should opt out, you will be converted back to the Silver level of service.

The service department at WCLG constantly strives to be the best in our region. My commitment to you, our customer, is to make sure that your equipment runs when you need it to. Our #1 concern is that your equipment is maintained properly to avoid as much in-season down time as possible. Please consider one of our preferred customer plans to protect the investment that you have made in a quality piece of equipment.

Sincerely Yours,

Jason Hicks

Parts & Service Manager 513-755-4655 ext. 31

12-27-13 jdh

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