



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

Current HOMP customers will be coded at the Silver level when their HOMP expires. They will have the opportunity to purchase the Gold or Platinum plan at that time.

Contract is limited to one piece of equipment. Other 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 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 services.
- 10% off premium tune up's.
- 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.

- 35% off pick-up and delivery charges.
- Maintenance Agreement included (in-house version, or mobile version included. See pricing differences below).
- Manufacturer's warranty filed on your behalf.
- You will receive priority service preference when your machine is down.

<b>Single Stage Snow Blower</b>	In-House = \$81.99	Mobile = \$149.99
<b>Two Stage Snow Blower</b>	In-House = \$109.99	Mobile = \$159.99

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.

*“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*



Platinum Customer 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.

- Free prep and fuel (up to a \$15.00 value).
- 50% off pick-up and delivery charges (unlimited trips).
- Maintenance Agreement included (In-house version, or mobile version. See pricing differences below).
- 10% off all parts purchases, including parts that are purchased when your equipment is here for non-warranty related repairs. (excludes accessories)
- Manufacturer’s warranty filed on your behalf.
- You will receive “while you wait” service, providing all parts are in stock, and a technician is available

<b>Single Stage Snow Blower</b>	In-House = \$99.99	Mobile = \$179.99
<b>Two Stage Snow Blower</b>	In-House = \$129.99	Mobile = \$189.99

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.

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## MAINTENANCE AGREEMENT FOR SNOW BLOWERS 2013

A maintenance agreement is available when new equipment is purchased from West Chester Lawn & Garden. The plan may be purchased at equipment purchase 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 agreement 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 July thru September 2013)

Oil change*	check/adjust engine RPM's	test & adjust steering*
replace air filter*	general clean engine	test overall operation
replace spark plug	check tires for damage/set pressure	check wear strip
replace fuel filter*	clean electrical terminals*	check rotors
stabilize fuel	lube starter motor*	
lube axles & fittings	check belts for wear & adjust	
test safety system*	check transmission & adjust*	

(\*models so equipped)

The annual service inspections 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 a bill at the renew rate. To continue the plan, you simply pay the bill. To opt out, sign the opt out form, and mail back to us. It's that easy. If you decide to opt out of the renewal, you will be converted back to the silver level of qualification.

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 any in-season down time. Please consider one of our Preferred customer plans to protect the investment that you have made in a great piece of equipment.

Sincerely Yours,

Jason Hicks

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

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