

SEAL BEACH MUTUAL NO. FIFTEEN**Physical Property – Service Maintenance**

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1. SERVICE MAINTENANCE REQUESTS:

- 1.1. Any service listed as a standard service in the Welcome to Leisure World brochure is performed at Mutual expense if such services do not result from negligence on the part of the shareholder. Request for such service must be made to the Director of Physical Property responsible for that building in Mutual No. Fifteen. Except for after hours or weekend emergencies, a request for Service Maintenance services made directly by the shareholder will be charged to the shareholder.
- 1.2. Emergency services in off hours can be made by the shareholder through Security and charged to the Mutual.
- 1.3. Service Personnel are normally dispatched the day following the request except for emergency services. Plumbing stoppages, water line breaks, and electrical outages are treated as emergency needs with response as soon as someone is available.
- 1.4. Service personnel are bonded and entry into an apartment with a passkey can result in quicker and less costly service. Shareholders should always authorize passkey entry into their apartment for maximum service.
- 1.5. Board members and other shareholders are asked not to make any arrangements directly with the individual serviceman with whom they come in contact on a job.
- 1.6. Board members and shareholders are requested not to contact the Service Maintenance Supervisor directly unless it is absolutely necessary, thus assuring the most efficient and effective service.
- 1.7. Service Maintenance requests for appointment for any repairs: the resident shareholder will be charged \$45.00 for appointments not used and not cancelled.

2. SPECIAL ORDER REQUESTS:

- 2.1. Special Order reference number: _____ (see attached) (“Special Order”)
- 2.2. The Shareholder understands that the Shareholder is solely responsible for the

(June 2021)

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41 payment in connection with the above referenced Special Order. The
 42 Shareholder understands that the Special Order is a nonrefundable item and
 43 once ordered and paid for, cannot be returned nor payment refunded. Upon
 44 execution of this invoice, the Shareholder shall pay to the Mutual the sum of
 45 (\$_____) (“Amount Payable”) representing the amount payable to the Mutual by
 46 the Shareholder for the Special Order. Until payment of the Amount Payable is
 47 made in for the Special Order, and received by the Mutual, the Mutual will not
 48 contract with the vendor for the Special Order. The Amount Payable does not
 49 include the cost for installation, and Shareholder is responsible for arranging and
 50 paying for the installation of the Special Order. Payment of the Amount Payable
 51 may be made by personal check, cashier's check, or money order made payable
 52 to "Seal Beach Mutual No. Fifteen" and hand-delivered to the GRF Finance
 53 Department or mailed to: Golden Rain Foundation, PO Box 2069, Seal Beach,
 54 California 90740. The Shareholder represents and warrants that it understands
 55 that the Special Order is a custom order which is non-returnable, and the Amount
 56 Payable is not refundable or reimbursable. The Mutual makes no representations
 57 and warranties with regard to the materials and workmanship in creating the
 58 Special Order. If the Special Order is defective, the Shareholder represents and
 59 warrants that it understands that it has the responsibility to contact the
 60 manufacturer and/or producer in order to determine what reimbursement or
 61 refund, if any, is available for a defective product by the manufacturer. The Mutual
 62 shall have no obligation or liability with regard to any defectiveness of the Special
 63 Order or any damages that may occur as a result of the installation or use of the
 64 Special Order. No changes will be permitted in these terms and conditions of sale
 65 unless approved in writing by the Mutual.

Shareholder

Signed: _____

Name: _____

Date: _____

Seal Beach Mutual No. Fifteen

Signed: _____

Name: _____

Date: _____

(June 2021)