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## Starcher's Village PRO Hardware Watchtower Home Monitoring Service

"Your one-stop source for peace of mind while you're away"

This agreement is entered into this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ between \_\_\_\_\_

\_\_\_\_\_ (the Client), whose service address is \_\_\_\_\_

\_\_\_\_\_ and Starcher Enterprises, LLC dba Village PRO  
Hardware Company (the Company).

Both parties agree to the following terms:

- The company will perform visits/monitoring of the client's home per the specific details of the plan selected by the Client
- The Client will provide a key to the Company to be kept on file, for access to the Client's home **only** as directed by the Client
- The Company will report any problems found at the home to the Client as soon as possible upon discovery, and also notify the preferred service provider specified by the Client. If the preferred service provider is not specified, or not able to be reached, then the Company will, at its discretion, take any actions to ensure the home does not suffer damage from freezing, flooding, or other damage preventable by the Company's normal service offerings. This may include requesting service from a plumbing or hvac service provider. The Company will not perform repairs outside of its normal scope of service offerings.
- Any setup fees associated with protection plans are payable up front, along with the first month's service fee. Ongoing service fees will be billed monthly.
- **Service plans utilizing dial-out devices require a working telephone line and power receptacle within ten feet of the phone connection to be available in the home. The Client is responsible for maintaining the phone line and service. Service plans utilizing internet based devices require a working wifi signal and internet connection. The Client is responsible for providing internet service and a wifi signal.**
- Service plans include ONE weekly visit to the home. Client agrees to hold the Company harmless from any damage due to circumstances beyond the Company's control.
- If the Client requests additional home visits, they will be done at a rate of \$10.00 per additional visit
- Scheduling of weekly visits will be done on as regular a basis as possible, but scheduling is at the sole discretion of the company.
- It is highly recommended that a main water shutoff valve be installed in the plumbing system, and that the valve be left in the "off" position whenever the home is unoccupied. If a main valve is not present or is not placed in the "off" position, the Company assumes ***no liability*** for plumbing leaks or water damage that occurs when the home is unoccupied.
- For service plans utilizing dial out and wifi-enabled equipment, the equipment will be placed in the Client's home at the commencement of the service period. The equipment remains the property of the Company and will be removed upon termination of the service plan period or termination of the plan completely. The Company will take responsibility for maintenance of the equipment (battery replacement, etc), but reserves the right to bill the Client for replacement of the equipment if it is damaged due to Client negligence or events occurring in the Client's home that are beyond the control of the Company.
- The Company will not be liable for any incidents that occur in the home outside of our regularly scheduled visits.

**Starcher Village PRO Hardware Watchtower Home Monitoring Service**  
*Home Information Sheet*

Home Address \_\_\_\_\_

Plan Selected: Economy \_\_\_\_\_ Silver \_\_\_\_\_ Gold \_\_\_\_\_

Heating System left operable during vacancy?    Yes \_\_\_\_\_    No \_\_\_\_\_

Home winterized during vacancy?    Yes \_\_\_\_\_    No \_\_\_\_\_

Thermostat set to maintain \_\_\_\_\_ degrees if heating system is operable

Main water shutoff valve present?    Yes \_\_\_\_\_    No \_\_\_\_\_

Main water shutoff valve turned off?    Yes \_\_\_\_\_    No \_\_\_\_\_

Special Instructions: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Contractor(s) to be notified in the event of problems (please specify name and telephone number):**

Electrical \_\_\_\_\_

Plumbing \_\_\_\_\_

Heating/Air Conditioning \_\_\_\_\_

Other (please specify) \_\_\_\_\_

**Homeowner contact information:**

Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

City/State \_\_\_\_\_

Emergency contact telephone \_\_\_\_\_

**Watchtower Service Period:**

Commencing \_\_\_\_\_ Ending \_\_\_\_\_

**Service will automatically renew each year at the above-specified date unless Client notifies us in writing to discontinue the service.**

Client Signature \_\_\_\_\_ Date \_\_\_\_\_

**By signing this document, the Client acknowledges agreement to all specified terms**