

Membership Agreement

Terms and Conditions

This Membership Agreement (the Agreement) is effective on the first day you pay for your membership and/or when you select Agree during the registration process, between you and Operation Renovation LLC Monthly Membership, hereinafter referred to as “Membership” by Operation Renovation LLC. Accessed via <http://www.operationrenovation.co> or other websites affiliate, linked, or ran by Operation Renovation LLC with a business address of P.O. Box 60, Massillon, Ohio 44648, and all current and future affiliations of Operation Renovation LLC Monthly Membership and Operation Renovation LLC.

By accessing, browsing or using the <http://www.operationrenovation.co> website or by selecting I Accept during the membership registration, you represent that you have read, understand and agree to be bound by the terms and conditions of this Membership Agreement hereinafter Referred to as Agreement.

Nature of the Service

The Membership is a service provided to you, the home owner, to include the services available dependent on the membership that you chose; Peace of Mind, Home Care, Rental Coverage or Total Home Care Membership. Each one of these membership have their own services, rules and regulations, and you understand that Operation Renovation LLC reserves the right to update, change, or take from these Memberships the services, rules and regulations, and any other information or service at any time without notifying the Members. The monthly service cost does not include materials needed to fix or repair your home or items inside or outside the home. Additional charges may apply but you will be notified before being charged. At all times Operation Renovation LLC will update <http://www.operationrenovation.co>, its email system, social media pages, and any other form of communication to its Members as frequently and timely as possible. By agreeing and signing up for a membership you acknowledge and understand everything that each membership provides and will not hold Operation Renovation LLC accountable in the circumstance that an “implied” service or offer may come up.

User Registration and Information

Member shall fill in the correct information requested in the User Registration form on the site. Member shall be required to promptly update the User Information on the site. Member shall select a username and password during the User Registration process. Member shall be responsible for: a) all use of the Site made by the Members username and password, and b) maintaining the confidentiality of the Members username and password.

Release

If the member has a dispute with one or more items or services within one or more of the Memberships, they must contact Operation Renovation LLC via phone, email, mail, or any other documented communication in order to resolve any issue or question that may arise. The Member must give Operation Renovation LLC 30 days in order to resolve any issues regarding the Member. Thereafter if no resolution can be made the Member or Operation Renovation LLC may revoke/cancel the membership with or without a partial or full refund depending on the outcome of the resolution. After revoking/cancelling of the Membership is completed and a mutually agreed upon solution by the Member and Operation Renovation LLC has been accepted, the Member will release Operation Renovation LLC and it's employee's, management, supervisor's, affiliates, and any other entity or person within the company free from claims, demands, and damages (actual and consequential) of every kind and nature, known and unknown, arising out of or in any way connected with such disputes.

Privacy

Operation Renovation LLC shall not sell or rent Members personal information to third parties without Members explicit consent. Operation Renovation LLC shall store and process Members information on computers located in the United States that are protected by physical as well as technological security devices. However, Operation Renovation LLC shall be permitted to access and modify Members information.

Indemnity

Member shall indemnify and hold Operation Renovation LLC (and its officers, directors, agents, subsidiaries, joint ventures and employees) harmless from any claim or demand, including reasonable attorneys' fees, made by any third party due to or arising out of Members breach of this Agreement, or Members violation of any law or the rights of a third party.

No Agency

No agency, partnership, joint venture, employee-employer or franchiser-franchisee relationship is intended or created by this Agreement.

Terminating Membership

Member shall choose to cancel Membership, he/she or the entity shall request cancellation of membership in writing or email 30 days prior to cancellation. Any unpaid dues shall be paid before the cancellation process can be completed. All services agreed upon for the Membership the Member paid for will be active until the cancellation date. Operation Renovation LLC reserves the right to cancel/revoke any membership for any reason without notice to the Member.

Governing Law

This Agreement shall be construed under and governed in accordance with the laws of Ohio.

Peace of Mind Membership

This membership is priced at \$49.99 a month. It includes an annual basic pest and termite check, tree and plant check, home checkup and consultation, and handyman services. This membership is limited to one (1) day, up to six (6) hours of work that will be completed at your home/property. You may not need the full 6 hours. Any unused hours will not roll over or add to any future months. Additional trips may be purchased. Certain handyman repairs may need an additional charge depending on unforeseen issues or complications within your home that need to be taken care of in order for us to safely take care of your home. You will be notified of any issues in your home and the costs they will be to fix them. We reserve these limitations in order to fairly schedule the demand of our customers for this membership. Our research showed that most household tasks needing done inside and out take roughly 1-6 hours to complete. This membership was created in order to get certain smaller handyman repairs done each month that would individually cost more than \$49.99. We reserve this limitation in order to prevent abuse to the membership of homeowners paying \$49.99 once for a list of tasks that would require a long amount of time to complete. This protects our ability to provide a quality service to all our customers.

- 1) Basic annual pest/ termite, tree and plant check are conducted once a year. This is just a preventative check and does not include any services needed to prevent or treat and past, current, or future issues. Any service needed after the check will need an estimate that will be given to you after the estimate has been conducted and you are aware of what services will be needed.

- 2) Home checkup and consultation consists of Operation Renovation LLC answer the questions you may have about your home. This is not an official home inspection and any answers or information provided by Operation Renovation LLC should not be considered as a home inspection report.
- 3) Handyman services consist of one day a month, up to 6 hours a day of our employee(s) servicing your home and completing certain tasks that you need accomplished. We reserve the right to classify which items, tasks, projects, or repairs in your home fall under the handyman service and which are larger projects requiring a separate estimate and are considered remodeling. We also reserve the right to not service your home if we are unable or are not licensed to do the task(s) you need done.
 - a) Services we do not provide include (but not limited to) major plumbing, major electrical, carpet installation or repair, window installation or repair, roofing, HVAC services, additions, structural repairs, and most masonry. We reserve the right to let you know which services we do not offer and you may request information about a project in your home by emailing info@operationrenovation.co.
 - b) Services included in this package include (but not limited to) replace an electrical receptacle, repair a leaky faucet, repair a hole in drywall, replace a board on a porch or deck, replace a light bulb, fix a hole in a screen, caulking, mulch replacement, paint touchups, replace a door knob, replace a light fixture, fix a fan, hang a picture frame, repair a gutter, clean out a gutter, replace a lock (work not needing a locksmith), replace glass in a door window (as applicable based on door design), leaf removal (within limits of trips per household), hang blinds, repair screws on a cabinet door, and many other “to-do list” handyman services not classified as a larger project or remodeling project set forth by Operation Renovation LLC. We reserve the right to determine if tasks you need are considered a larger project or remodeling project needing an estimate and separate charge.

Peace of mind membership is limited to one (1) day, up to six (6) hours of work that will be completed at your home/property.

Home Care Solutions Membership

Home Care Solutions Membership costs \$74.99 a month. It includes everything within the Peace of Mind membership, junk removal (\$30.00 additional charge for waste disposal of a pickup truck size load. Once a month only as needed), and 10% of any remodeling services provided by Operation Renovation LLC. This membership is limited to one (1) day, up to six (6) hours of work that will be completed at your home/property. You may not need the full 6 hours. Any unused hours will not roll over or add to any future months. Additional trips may be purchased. Certain handyman repairs may need an additional charge depending on unforeseen issues or complications within your home that need to be taken care of in order

for us to safely take care of your home. You will be notified of any issues in your home and the costs they will be to fix them. We reserve these limitations in order to fairly schedule the demand of our customers for this membership. Our research showed that most household tasks needing done inside and out take roughly 1-6 hours to complete. This membership was created in order to get certain smaller handyman repairs done each month that would individually cost more than \$74.99. We reserve this limitation in order to prevent abuse to the membership of homeowners paying \$74.99 once for a list of tasks that would require a long amount of time to complete. This protects our ability to provide a quality service to all our customers.

Disclaimer

We strive to go above and beyond your expectations. We would like to thank you for choosing our membership as we continue to change and improve our services to meet the needs of our customers. Unforeseen issues may arise anytime you conduct home improvement on your home. If we run into an issue that is not covered within your membership, we will let you know of the issue and provide you with an estimate to remedy this issue. Our memberships have been setup in order to provide a quality and much needed service. Abusers of this service may be suspended or disqualified from future services provided to their home(s)/property(ies). We ask that if you are unable to be at your home during a scheduled appointment then contact us so that we may be able to reschedule. If no one 18 years or older are able to be at your property and you have not rescheduled, we reserve the right to apply a service call charge of \$30.00 for the additional trips and attempts after your original appointment to come to your property in order to complete your membership services. We reserve the right to make changes without noticing our customers. We make any and all attempts to inform our customers and most updates can be found on our website.