Sand Star Services, LLC

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Sand Star Service Terms

In plain terms: our plumber explains what is wrong and quotes a price from our price book before any work starts. Anything found later is quoted as a change you sign first. You pay when the work is done, with no deposit. Our workmanship is warranted for one year on repairs and installations and thirty days on drain clearing. These terms are part of the one-page authorization you sign; if they differ, the signed page controls.

Version **1.0** · effective **November 6, 2026** · sandstarservices.com/service-terms · These terms are part of every Service Work Authorization (Form CON-FOR-012) that names this version. Where the signed page and these terms differ, the signed page controls.

1. Who We Are and What These Terms Cover

Sand Star Services, LLC (“Sand Star”, “we”) of 6341 Stewart Rd., Suite 400, Galveston, Texas 77551, (409) 256-8334, performs plumbing service work under its Responsible Master Plumber and its Texas plumbing licenses. These terms cover plumbing service calls, repairs and small installations authorized on a Service Work Authorization. Projects with milestones, deposits or a scope addendum are governed by the Milestone Payment Work Authorization Contract instead.

2. Diagnosis, Pricing and the Trip Fee

Our technician diagnoses the problem on site and writes what was found in plain words on the authorization. Prices come from the Sand Star Service Price Book: a flat price for a listed task includes labor, the parts listed and the trip; where a task is priced on time and materials, the authorization states the rate and a not-to-exceed amount. The service call fee stated on the authorization ($150 unless the authorization shows another amount) is waived when the work described is performed; it is charged if you decline the work or if the site is not ready for us when we arrive. Where we offer good, better and best options, the option you choose is recorded on the authorization. Prices are valid for the visit on which they are quoted.

3. Access, Utilities and Your Responsibilities

You give us safe access to the work area and the shut-offs, clear the area of belongings, keep pets and children away from it, and tell us about anything you know of that could affect the work or our people: asbestos, lead paint, mold, gas leaks, sewage, electrical faults, structural damage, aggressive animals. We use your water and electricity as the work requires. You confirm that you own the property or are

authorized by the owner to approve and pay for this work. Where water, power or gas must be shut off to other occupants, you give them notice. If the work area or utilities are not ready when we arrive, we reschedule; the service call fee applies, and a return visit is charged at the Price Book return-trip rate.

4. Additional Work and Changes

Work we cannot see until the system is open, and anything you ask us to add, is priced and shown to you on our device as a change for your signature before we do it. Every change is in writing on our device, so you always see the price before we proceed. You may decline a change; the original work then proceeds unless the change is needed to make the system safe or to comply with code, in which case we stop and talk to you. If you decline a change needed to make the system safe, we may leave the affected equipment shut off and tagged, we record that on the completion, and you accept the risk of operating it.

5. Permits, Inspections and Code

Where a permit is required we obtain it and schedule the inspection; the permit fee is shown on the authorization or the change. Work required by an inspector or by the code that is beyond the authorized scope is a change. Existing work that is not to code and that we do not touch remains your responsibility; we will tell you what we see. Permitted work may not be completed the same day: you give the inspector access and do not cover the work until it passes, and utility or inspector scheduling delays are not our responsibility. On gas work we pressure-test the piping we worked on and relight the appliances we served; if the test exposes a leak elsewhere, the repair is a change and the gas stays off until the system passes.

6. Parts, Materials and Items You Supply

Parts we supply are new unless the authorization says otherwise and may come from our vehicle stock. Parts and fixtures you supply: we install them and warrant our workmanship; the item itself carries its maker’s or seller’s warranty, not ours, and a failed customer-supplied item that has to be removed and reinstalled is charged as a change. Removed parts are disposed of unless you ask to keep them before we start; parts replaced under a manufacturer’s warranty are returned to the manufacturer; refrigerant is recovered, and removed appliances are hauled away and recycled, with any haul-away charge shown on the authorization.

7. Warranty

Our workmanship is warranted for one (1) year on repairs and installations and thirty (30) days on drain and sewer clearing, from the completion date on the authorization. Parts and equipment carry the manufacturer’s warranty, which we help you claim; labor to replace a part under a manufacturer’s warranty is covered by our workmanship warranty within its period. To claim, contact us at the number or email above; we correct our work at no charge. The warranty does not cover misuse, neglect or lack of maintenance; damage by others, weather, freezing, power surges or water quality; stoppages caused by what is put into the system; drain and sewer clearing where we recommended a camera inspection or line repair and you declined it; conditions the authorization says we are not responsible for; or work by

anyone other than Sand Star. This is the only warranty we give. Implied warranties, including merchantability and fitness for a particular purpose, are excluded to the extent Texas law allows; nothing here limits the rights the Texas Deceptive Trade Practices Act gives a consumer.

8. Payment, Billing and Interest

Payment is due when the work is done: by credit or debit card on our device or by scanning the code we show you (the card page is QuickBooks'; we never see your card number), by cash, or by check. Our prices are the same however you pay; we add no charge for any way of paying. Card payment is offered up to the amount QuickBooks allows for the invoice; above it we ask for a check. If we agree in writing to bill you instead, the invoice is emailed and is due fifteen (15) days after it is sent. Unpaid amounts bear interest at one and one-half percent (1.5%) per month as Section 28.004 of the Texas Property Code provides, and you pay our reasonable collection costs and attorney's fees if we have to collect. We take no deposit on service work and no lien on a homestead for it. Your paid invoice is your receipt and shows the work paid in full.

9. Responsibility, Insurance and Limits

Each of us is responsible for our own negligence and that of our people. We carry general liability and workers' compensation insurance and give you a certificate on request. Our people are our employees or licensed subcontractors under our supervision. Neither of us is liable to the other for lost use, lost income, lost data or other indirect or consequential loss. Our liability for property damage caused by our work is limited to the cost of repair or replacement of the damaged property; we are not responsible for pre-existing conditions, for parts of the system we did not work on, for concealed conditions we could not have seen, or for a stoppage or failure that recurs from a cause other than our work.

10. Older Homes, Lead and Hazardous Materials

In a home built before 1978, where our work disturbs painted surfaces beyond the minor-repair amounts the federal lead rule allows, we follow lead-safe work practices as an EPA Lead-Safe Certified Firm, give you the EPA pamphlet and keep the required record. We do not handle asbestos, mold remediation or hazardous waste; if we find or suspect them we stop that part of the work and tell you. Work completed before the stop is paid for, and we return once you confirm a qualified contractor has handled the material.

11. Electronic Documents, Photos and Records

You sign the authorization, any change and the completion on our device or on paper. By agreeing to sign electronically you receive your signed copy, the invoice and the receipt by email (and by text if you give a mobile number); paper copies are available at any time at no charge, and you may withdraw your consent to electronic copies by telling us. We take photographs before and after the work for our records and your file. We may use photos of the work in our marketing, never with your name, your address or anything that identifies your home; you can opt out by unticking the option on the authorization or by telling us at any time.

12. Communications

We send appointment, “on the way”, invoice and receipt messages by email and, with your consent, by text; these are service messages only, and we send no marketing texts without a separate opt-in. Reply STOP to end texts or HELP for help; message and data rates may apply. We keep your contact details and job records in our systems and do not sell them.

13. Disputes

Texas law governs and venue is Galveston County. Before either of us files anything we talk, then mediate. You keep every right the Texas Deceptive Trade Practices Act gives a consumer.

14. Versions

The version number and effective date at the top identify these terms. A signed authorization is governed by the version it names. Earlier versions stay available at sandstarservices.com/service-terms/v followed by their number, and on request.

Sand Star Service Terms · Version 1.0 · Effective November 6, 2026 · Document CON-FOR-012-S001 · Published at sandstarservices.com/service-terms (archived at sandstarservices.com/service-terms/v1.0). These terms are part of every Service Work Authorization (Form CON-FOR-012) that names this version; where the signed page and these terms differ, the signed page controls.