

FINAL DAS HOMECARE™ SERVICE AGREEMENT

DAS HOMECARE™ MEMBERSHIP AGREEMENT

This HomeCare Membership Agreement (“Agreement”) is entered into by and between DAS Remodel and Design (“DAS”) and the subscribing homeowner (“Member”) upon electronic acceptance.

1) Membership Tier Selection

Member has selected one of the following tiers (as shown at checkout):

- Essentials Membership
- Plus Membership
- Concierge Membership
- New Homeowner Membership (eligibility required)

The selected tier defines the total number of visits per year and the included service time per visit. Membership benefits are in lieu of lower tiers and are not cumulative.

Example: Plus includes 2 visits/year total. Concierge includes 4 visits/year total (not 2 + 4).

2) Term and Renewal

- Membership term is 12 months beginning on the

enrollment date.

- Membership renews automatically unless cancelled in accordance with this
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3) Billing Options

Member may choose:

A) Monthly Billing: recurring monthly payment charged automatically.

B) Annual Pay in Full: charged at enrollment and includes exactly one (1) month free.

Annual Pricing (1 month free):

- Essentials: \$869/year
 - Plus: \$1,639/year
 - Concierge: \$2,739/year
 - New Homeowner: \$1,419/year
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4) Scheduling and Visit Usage

- Visits must be scheduled and used within the membership term.
 - DAS will make reasonable efforts to accommodate scheduling; preferred dates are not guaranteed.
 - Unused visits do not roll over and have no cash value.
 - Membership is tied to the covered property address and is non-transferable without DAS written approval.
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5) Service Time and “Clock” Policy

- Service time begins upon technician arrival at the property and ends when the technician departs.
 - Service time includes work performance, on-site inspection, documentation, and member consultation during the visit.
 - Included time cannot be “saved” or banked beyond the scheduled visit.
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6) Included Services and Limitations

DAS HomeCare™ is designed for preventative maintenance and minor repairs performed during scheduled visits and within the included service time of the selected tier.

Not included (requires separate quote/approval):

- Major repairs, structural repairs, or code compliance upgrades
 - Plumbing inside walls/ceilings/floors requiring opening surfaces
 - Electrical troubleshooting beyond basic visual checks
 - Mold remediation, mitigation work, emergency water extraction
 - Permit-required work (unless quoted separately and contracted)
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7) Overtime and Additional Work

If requested work exceeds included service time, Member may choose:

A) Overtime Labor billed at the tier rate below, plus materials:

- Essentials: \$165/hour

- Plus: \$155/hour
 - Concierge: \$145/hour
 - New Homeowner: \$155/hour

B) Separate Quoted Project (recommended for larger repairs)

Example (simple, low-cost cancellation/overage clarity):

If you have 30 minutes of overtime at \$155/hour, the added charge is \$77.50 (plus materials).

8) Member-Provided Materials

Unless otherwise agreed in writing, Member provides consumables such as:

- HVAC filters
- Light bulbs
- Detector batteries
- Matching paint for touch-ups

If DAS supplies materials, DAS will bill materials at standard retail pricing plus procurement/handling where applicable.

9) Cancellation Policy and Early Termination

Membership is a 12-month commitment.

A) Cancellation at Renewal: Member may cancel renewal by providing written notice at least 15 days before renewal.

B) Early Cancellation (during term):

If Member cancels before the end of the term, Member agrees to pay one of the following (whichever is greater):

1. Flat Early Cancellation Fee: \$350, or
2. Service Value Reconciliation: Member repays the difference between:
 - what Member paid to date, and
 - the standard (non-member) value of services already delivered.

Brief, clear example (low-cost):

Member cancels early and has received a visit with 2 hours included service time. If the reconciliation difference equals \$180, Member pays \$350.

If the reconciliation difference equals \$525, Member pays \$525.

10) Concierge Preferred Pricing on Renovations

Concierge Members receive 5% off labor on qualifying renovation and improvement projects performed by DAS during the active membership term.

- Discount applies to labor only (not materials, permits, design fees, specialty subs, or third-party invoices).
- Minimum project size: \$5,000 labor.
- Discount cannot be combined with other promotional offers unless approved in writing.

11) Warranty and Workmanship

DAS will perform membership services in a professional manner consistent with industry standards. Warranty terms for any billable project work will be provided in the separate project agreement.

12) Right to Refuse or Reschedule

DAS may refuse or reschedule service where unsafe conditions exist, access is not provided, pets are unsecured, or conditions prevent safe completion.

13) Electronic Signature and Authorization

By clicking “I Agree” and completing enrollment, Member:

- acknowledges understanding of this Agreement,
- authorizes recurring payment (monthly or annual), and
- agrees to the membership scope, limitations, and cancellation policy.

Member Name:

Service Address:

Email:

Phone:

Selected Membership Tier:

Billing Option (Monthly/Annual):

Electronic Acceptance Date:

Refund & Cancellation Policy

DAS Real Estate Services, DBA DAS Remodel and Design
Effective Date: 4/1/2026

1. Overview

This Refund & Cancellation Policy applies to all services provided by DAS Real Estate Services, DBA DAS Remodel and Design (“DAS,” “we,” “our,” or “us”), including DAS HomeCare™ memberships and renovation services.

2. DAS HomeCare™ Membership Policy

Commitment Term

All DAS HomeCare™ memberships require a **12-month commitment** from the date of enrollment.

Billing

Members may choose:

- **Monthly Billing** – charged on the signup date each month
- **Annual Payment** – paid in full at enrollment and includes one (1) month free

All payments are processed securely through third-party providers.

Refund Policy (Memberships)

DAS HomeCare™ memberships are **non-refundable**, except as required by law.

Because membership services reserve time, labor, and scheduling capacity, payments made are not eligible for refund once processed.

Cancellation Policy

Members may cancel their membership at any time; however, the following terms apply:

If cancellation occurs before the end of the 12-month term, the member agrees to pay **whichever is greater**:

- A **\$350 early termination fee**, or
- The **difference between the value of services already received and the amount paid**

Example

If a member has received services valued at \$400 and has only paid \$250 toward the membership, the difference is \$150.

Because the early termination fee (\$350) is greater, the total amount due would be **\$350**.

Portal Cancellations

Cancellations submitted through a customer portal or billing system are still subject to this policy, including applicable fees and service value reconciliation.

Unused Services

- Unused visits do not roll over
- Unused services have no cash value
- No refunds are issued for unused portions of the membership

3. Service Appointments & Missed Visits

- Members must provide access to the property at the scheduled time
- Missed appointments or inability to access the property may result in the visit being counted as used
- Rescheduling requests should be made at least **24 hours in advance**

4. Additional Services & Repairs

Services outside of the membership scope, including major repairs or extended labor, will be quoted separately and must be approved before work begins.

Payments for additional services are **non-refundable once completed**.

5. Renovation & Project Services

For renovation and larger project services:

- Payment schedules will be outlined in a separate agreement
 - Deposits are typically **non-refundable once work has commenced or materials have been ordered**
 - Refund eligibility, if any, will be governed by the project-specific contract
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6. Payment Disputes

By purchasing a membership or service, the customer agrees to this policy.

Customers agree to contact DAS directly to resolve any concerns prior to initiating a chargeback or payment dispute.

7. Changes to This Policy

DAS reserves the right to update or modify this policy at any time. Updates will be posted on this page with a revised effective date.

8. Contact Information

For questions regarding billing, cancellations, or refunds, please contact:

DAS Remodel and Design

(DAS Real Estate Services, DBA DAS Remodel and Design)

homecare@dasremodels.com

202-735-1DAS

www.dasremodels.com
