



Extended Hours Commercial Program

We have always accommodated our customers' needs with off hour's service options, but we now are offering this comprehensive Commercial Product Emergency Service Program. You will receive your same competitive pricing but there will be a fee associated with whichever one of the three service options that you require to best meet your needs:

Call: 978-361-5455 to access our emergency service
Jack Richards is your contact for this service

Option 1: Billerica Dock Pick-up

A \$75 fee will be assessed for coordinating a pick-up at our Billerica branch for the product you need.

Option 2: Tailgate Jobsite Delivery

Three fees based on distance of destination from Billerica.

1. \$150 fee based on a 35 mile radius from our Billerica branch.
2. \$200 fee based on a radius exceeding 35 miles and less than 75 miles from Billerica.
3. \$250 fee based on a radius exceeding 75 miles but within our market area from Billerica.

Option 3: Assisted Delivery To Installation Site & Removal of Old Heater

Add to the above fee value \$150 for delivery to installation point and removal of old heater.
Based on standard removal situations...any unique or excessive conditions may require review and discussion.

We are not trying to make it more confusing than our competition...we are trying to make it so you only pay for what you need and that you can pay less than what a flat rate fee system would be! Our pick-up fee is a very low for the extended hours service!