

HouseHero Home Maintenance Subscription Program

Terms & Conditions

Effective Date: 04/02/2026

1. Program Overview

HouseHero provides a residential, subscription-based home maintenance service designed to simplify routine upkeep through scheduled preventative care.

- HVAC Filter Replacement
- Dryer Vent Cleaning
- Water Softener Salt Delivery & Refill
- Smoke Alarm Battery Replacement (up to 9' ceilings)
- Central Vacuum Maintenance
- Trash Receptacle Cleaning (weather permitting)
- General home system checks

Services are performed periodically based on system needs, seasonal timing, and neighborhood routing. This program is preventative maintenance only and is not a warranty, insurance policy, or repair service.

2. Plans & Neighborhood Launch Pricing

Core Plan – \$49/month

- HVAC Filter Replacement
- Dryer Vent Cleaning
- Smoke Alarm Battery Replacement

Home Systems Plan – \$69/month (Most Popular)

- Everything in Core
- Water Softener Salt Service
- Central Vacuum Maintenance

Premium Plan – \$89/month

- Everything in Home Systems
- Trash Bin Cleaning (3x/year)
- Priority Scheduling
- One Additional Annual Service Visit
- Preferred Pricing on Upgrades

3. Billing & Payments

- Subscriptions are billed monthly in advance
- Payment is automatically charged
- Valid payment method required
- Service may be paused for failed payments

4. Service Scheduling

Services are scheduled based on seasonal needs, maintenance intervals, and routing efficiency.

- HVAC filters: up to 3 times/year
- Dryer vent cleaning: up to 2 times/year
- Smoke alarm batteries: 1 time/year
- Water softener service: approx. every 2 months

5. Neighborhood Service Windows

Services are scheduled within neighborhood service windows, not exact times. Missed visits due to lack of access do not qualify for refunds.

6. Consumables & Materials

- Up to 3 HVAC filters per system/year
- Up to 20 smoke alarm batteries/year
- Up to 12 bags of water softener salt/year

7. Subscriber Responsibilities

- Provide safe access
- Secure pets
- Maintain access to systems
- Notify of system changes

8. Cancellations

Subscriptions may be canceled with 7 days' notice prior to billing cycle. Fees are non-refundable once billed.

9. Service Limitations

Program does not include repairs, replacements, or emergency services.

10. Service Area

Treasure Valley including Boise, Meridian, Eagle, Nampa, Caldwell, Star, Middleton.

11. Limitation of Liability

HouseHero is not responsible for pre-existing conditions or system failures. Liability limited to 12 months of service fees.

12. Pricing Adjustments

Pricing may change. Founders pricing retained while active.

13. Program Changes

HouseHero may update services or terms at any time.

14. Termination of Service

- Non-payment
- Unsafe conditions
- Missed access

- Abuse of staff

15. Force Majeure

Delays due to weather, disasters, or external factors are not the responsibility of HouseHero.

16. Communication Consent

Customers agree to receive service notifications and promotional messages.

17. Governing Law

State of Idaho

18. Agreement

By enrolling, you agree to these Terms & Conditions.