

Most Things Work Better When They Are *Complete.*

**GUARANTEED
Best Value!**



For generations, homeowners have placed the well-being of their families in our hands, and we've delivered.

From our distinguished heating and cooling solutions to our innovative trash/recycling and home security services, Burns & McBride is devoted to ensuring that your home is always comfortable and secure.

Other companies say they're the best, but their "BEST" isn't good enough for us.

That's why we created the **Simply Complete Program**. A plan that's not just better, it's simply complete **AND GUARANTEED** to be the best! Industry studies show last year the typical homeowner spent about \$210/month to heat their home and maintain their heating and cooling systems.* But what do you really get for that? **Not enough! Until now...**

✓ Best Value Guarantee

We guarantee the Simply Complete program offers the best overall value in oil/HVAC home comfort available on the market. If you can match our complete offering for less, complete and return the claim form to our office. We will then credit your account the difference, PLUS 10% to be used against your future purchases.

✓ "No Run Out" Guarantee

We guarantee it - and back it up with a free tankful of oil if you should run out of oil because of us. We can do this because of our state-of-the-art scheduling software and fleet of company owned and operated delivery trucks.

✓ "No Spill" Guarantee

Our delivery technicians are trained, monitored and rewarded for clean deliveries to homeowners. If there is ever a delivery-related spill, we will clean it up and credit your account \$200 for the inconvenience.

✓ TankGuard™ Guarantee**

Simply Complete customers don't have to worry about the cost of replacing their tank. If your tank needs to be replaced, we will replace and remove your old tank - as well as transfer any available oil - at no cost to you! Burns & McBride Oil has installed thousands of tanks over 60 years - we know how to do it and do it right.

✓ Complete Preventive Maintenance and Repair Coverage and Guarantees

Relax knowing your HVAC systems are maintained on a regular schedule and emergency repair service is available 24/7 by trained Burns & McBride professionals.

You'll Enjoy All These Valuable Benefits:

- Two annual preventive maintenance visits
- one for your heater and the second for your A/C system
- 24/7 emergency service
- 15% discount on any required parts/labor
- Priority service
- On-time service
- Up-front pricing
- True Comfort Report
- Repair assurance
- The job done right the first time with our 100% Satisfaction Guarantee
- 100% 60-Day "We Missed It" Guarantee

This is based on typical annual usage of 650 gallons and USEIA data during the 2010-2011 heating season, plus a maintenance plan on a heating system, a/c and water heater. Automatic oil delivery requires a delivery commitment until May 2012, and is subject to an early termination fee. Additional terms and conditions apply, please visit our web site at www.burnsandmcbride.com or call us at 302-656-5110 for complete details. **TankGuard does not cover underground tanks or environmental damages.



Oil Delivery
Heating / Cooling
Home Security
Trash / Recycling

Visit www.BurnsAndMcBride.com or
Call today **302-656-5110** or Toll free **800-756-5110**