

# 100% Satisfaction

Money Back Guarantee

Dealer Claim Form

CERTIFIED COMFORT EXPERT



## HOMEOWNER

Homeowner Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

## INSTALLING DEALER

CCE Dealer Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

## OUTDOOR UNIT

Model#: \_\_\_\_\_

Serial#: \_\_\_\_\_

## INDOOR UNIT

Model#: \_\_\_\_\_

Serial#: \_\_\_\_\_

## COIL UNIT

Model#: \_\_\_\_\_

Serial#: \_\_\_\_\_

## ADDITIONAL COMPONENTS

### ITEM

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### PURCHASE PRICE

\$ \_\_\_\_\_  
\$ \_\_\_\_\_  
\$ \_\_\_\_\_

### INSTALLATION DATE

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Homeowner Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Installing Dealer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Comfort Care Contract #

\_\_\_\_\_  
Branch/Distributor Tech. Service Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
LUXAIRE RSM Signature

\_\_\_\_\_  
Date

## **Refund Details:**

1. The amount shown in the Covered Satisfaction Guarantee is the amount of the purchase price to be refunded by the Dealer in the event 100% satisfaction is not achieved.
2. The Covered Satisfaction Guarantee is based on labor and material necessary for the installation of the Luxaire Comfort System. Additional items that would remain in the home, i.e. duct work, electrical/plumbing upgrades, registers, grills and fees, permits and finance charges are not subject to refund.

## **Limitations:**

1. This offer is not valid on any rental or commercial property and only available to a personally owned, primary residence.
2. The homeowner shall be responsible for painting, patching or restoration work in the event that a Luxaire system is removed.
3. The homeowner must provide access for the system to be removed Monday through Friday between 8 a.m. and 5 p.m. Equipment will be removed free of charge. However, regardless of retention of the old original equipment, it will not be reinstalled.
4. The homeowner understands and agrees that the installing contractor is an independent contractor and not an agent of Luxaire, Johnson Controls, Inc. or its distributors.
5. In the event resolution cannot be met, all parties agree to arbitration.
6. Offer good through 1 year after installation date.
7. Failure to register warranty within first 90 days will result in loss of Money Back Guarantee
8. Failure to provide completed Start up sheets and Registration forms will result in loss of Money Back Guarantee
9. JCI reserves the right to request the unit be returned for testing and if the reported issue cannot be duplicated within 30 days of receipt of returned unit, UPG reserves the right to reverse the credit.