

## OUR GUARANTEE TO YOU!

### NO SURPRISE GUARANTEE

In the contracting and construction businesses, it's all too common to agree on a price, only to be pressured into a "change order" that increases the price right before or during the installation. We promise, unless an exception is noted in writing on the agreement, there will be no change orders or add-ons to the project we agreed upon. The price we quote is the price you pay.

### INSTALLATION WORKMANSHIP GUARANTEE

Our installation technicians are hired and trained to be the absolute finest in the industry—the best in skill, attitude, and workmanship. Not only will you get the top-quality installation, you and your home will also be treated with the highest respect. Our technicians always wear floor savers and clean up when finished. They will never smoke or swear in your home, they will be polite and courteous, and they will take personal responsibility for your satisfaction. If any of our technicians don't perform 100% to our high standards, call us immediately and we'll do whatever it takes to make it right. All we ask is that you notify the office of your concerns prior to the installation crew leaving your home so we can fix it instantly.

### PROPERTY PROTECTION GUARANTEE

All property (such as lawns, shrubbery, carpeting, floors, walls, furniture and door frames) are protected. Damage property will be replaced or repaired. Protective shoe covers and hall runners will be used on all work and traffic areas.

### COMFORT GUARANTEE

We guarantee that the system we install will heat or cool your home as well as we have stated. If the temperature range we promise is not achieved, we will replace the system at no charge.

### 24-HOUR FIX IT OR HOTEL GUARANTEE

Unlike most companies, we are a service company. We have a staff of qualified service technicians that are there to serve you in the unlikely event of your system having a problem. We commit to having your system up and running within 24 hours of our arrival or we will put you up in the local Embassy Suites, or equivalent accommodations, for the night at no charge.

### NO LEMON GUARANTEE

We recognize that not every manufactured piece of heating and cooling equipment is 100% perfect, 100% of the time. It's rare to have a significant issue with the high-quality systems we install, but just in case, we offer a "No Lemons" guarantee. If you've ever been stuck with a "lemon" product before, you'll truly appreciate this! If your compressor in your air conditioner fails twice in the first five years, we will install a complete and new outside unit. If the heat exchanger in your furnace fails in the first ten years, we will install a new furnace.

### HIGHEST VALUE GUARANTEE

We want you to have 100% peace-of-mind that you are getting the best price on a high-quality heating and cooling system installed by top industry technicians. Anyone can make something cheaper by cutting corners and pricing it for less. So, it's important to know what is and is not included in any heating and cooling system you choose for your home. Our price guarantee is our promise to you that you cannot find a comparable installation, including our "100% Buy Back Guarantee" and all other written Bell Brothers warranties, for less money... or we'll pay you a \$50.00 Bonus over the difference. All we ask is that it be a published "apples-to-apples" comparison.

### LIFETIME INSTALLATION GUARANTEE

We guarantee the quality of workmanship to be professional and in keeping with the standards set by the manufacturer. Should further installation service attributable to the original installation of your heating and air be required during the life of your system, we will return and provide that service at no cost to you for as long as you own the system.

### 100% BUY BACK GUARANTEE (COMPLETE/COIL HEAT ONLY SYSTEMS)

We agree to accept personal responsibility for your 100% complete satisfaction with the operation of the equipment provided by us. During the first year, if you are dissatisfied with the operation of the equipment we have installed, we will promptly correct the problem. If the equipment is still not operating at manufacturer's standards (as verified by manufacture representative), we will remove the system and refund your money in full. This guarantee applies only to complete systems (such as a furnace, evaporator coil and condenser) installed on the same date and does not apply to any partial system installations.

My Bell Brothers representative has explained  
all the guarantees. \_\_\_\_\_ 20