

# 100% Satisfaction

Money Back Guarantee

Homeowner Registration Form



Congratulations on your decision to purchase a new York Comfort System. We are confident that you will be comfortable for years to come. However, if you are not completely satisfied with your purchase, York and your York Certified Comfort Expert dealer will do what is necessary to meet your satisfaction.

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: \_\_\_\_\_

Total Purchase Price:

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

Covered Satisfaction Guarantee:

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

Installation Date:

\_\_\_\_ / \_\_\_\_ / \_\_\_\_

Owner authorizes dealer to remove and dispose of original unit.

Owner authorizes dealer to remove, but chooses to keep original equipment.

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

\_\_\_\_ / \_\_\_\_ / \_\_\_\_  
*Date*

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

\_\_\_\_ / \_\_\_\_ / \_\_\_\_  
*Date*

## **Details:**

- 1.) If homeowner is not satisfied with their York purchase; your York Certified Comfort expert dealer will:
  - a. Attempt to repair the equipment to the satisfaction of the homeowner.
  - b. Replace the equipment with a comparable offering equal to the price of the original equipment.
  - c. If homeowner satisfaction cannot be achieved after repair and replacement attempts, a refund for the purchase price, (including equipment, parts and labor), will be issued to the homeowner.  
(Note: Dealer must attempt to 1st repair, then replace, before refund can be issued.)
- 2.) The amount shown in the **Covered Satisfaction Guarantee** is the amount to be refunded by the dealer in the event that 100% satisfaction is not achieved.
- 3.) The **Covered Satisfaction Guarantee** is based on labor and material necessary for the installation of the York 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 York 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 re-installed.
- 4.) The homeowner understands and agrees that the installing contractor is an independent contractor and not an agent of York, Johnson Controls, Inc..
- 5.) In the event resolution cannot be met, all parties agree to arbitration.
- 6.) Offer good through one year after installation date.