



We do not sell, trade or rent your personal information to any third party. The information is collected primarily to ensure that we are able to fulfill your requirements.

Date of Enrollment: Default (Date enrollment is received by AIG or postmarked via US mail.)

Items in **bold** are required.

Dealer Information

Company Name: _____

Company Owner: _____
(Company Contact) (First) (Last)

Address: _____

City: _____ **State:** _____ **Zip Code:** _____ **Country:** USA

Phone: _____ **Fax:** _____ **E-mail:** _____

Distributor Information

Primary Wholesale Distributor Name: _____ **Dealer ID:** _____

Company Contacts

Accounts Payable Contact: _____ **Phone Number:** _____

Service Manager Contact: _____ **Phone Number:** _____

Coverage Area Zip Codes: _____

Service Department Information

Hours of Operation SUN: _____ MON: _____ TUES: _____ WED: _____ THUR: _____ FRI: _____ SAT: _____

Number of Sales Staff: _____ **Number of Service Technicians:** _____

Phone During Business Hours: _____ **Phone After Business Hours:** _____

Insurance Documents

Prior to becoming an authorized AIG servicer, servicer must provide AIG with a copy of its current Certificate of Insurance, which shows workers compensation and general liability insurance of no less than \$500,000.00 (USD). If you are a part of our dispatch service network, workers compensation and general liability insurance must be no less than \$1,500,000.00 (USD). AIG's name and address must be shown as certificate holder. AIG, 650 Missouri Ave., Jeffersonville, IN 47130.

General Liability: I have included a copy of my general liability insurance of no less than \$500,000.00

Workman's Compensation (select one): I have included a copy of my workers' compensation insurance.
 My state does not require workers' compensation by law and I have _____ employees.

Federal & Licensing Documents

Please provide your Federal Tax Identification Number (FEIN). Due to potential privacy risks, compliance requirements, and security, we cannot accept social security numbers in lieu of an FEIN. If you need to obtain a free FEIN, please visit www.irs.gov, or follow this link [Apply for an Employer Identification Number \(EIN\) Online](#).

Federal Licensing: I have included a copy of my W-9 Form and my FEIN is _____

A service warranty license and agent appointment is required in the State of Florida in order to sell service warranties. This is required for all FL and any non-FL dealer/distributor selling to a FL customer. This number is subject to verification.

Florida 2-52 License (select one): I have included a copy of my Florida 2-52 license. My 2-52 License number is _____
 I do not sell to consumers in Florida and to the best of my knowledge this requirement does not apply to me.

Dealer Terms and Conditions

I certify that the information contained in this section is true and complete to the best of my knowledge and that I have read the accompanying servicing installer terms and conditions that apply to this enrollment form.

Owner/Manager Signature: _____ **Print Name:** _____ **Date:** _____

Please fax this completed form and supporting documentation to AIG at 866-212-3750

Alternative Submission Options: Mail or email this completed form to AIG
Attention HVAC Enrollments • PO Box 928 • Jeffersonville, IN 47130 • (t) 866-538-8922 • (f) 866-212-3750 • HVACEnrollments@sndirect.com

Request for Taxpayer Identification Number and Certification

**Give Form to the
 requester. Do not
 send to the IRS.**

Print or type See Specific Instructions on page 2.	Name (as shown on your income tax return)	
	Business name/disregarded entity name, if different from above	
	Check appropriate box for federal tax classification: <input type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ <input type="checkbox"/> Other (see instructions) ▶ _____	
	<input type="checkbox"/> Exempt payee	
	Address (number, street, and apt. or suite no.)	Requester's name and address (optional)
City, state, and ZIP code		
List account number(s) here (optional)		

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number									

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Employer identification number									

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here	Signature of U.S. person ▶	Date ▶
------------------	----------------------------	--------

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.



USA Residential Claims Form

Claims must be submitted within 60 days of equipment repair. Visit www.HVACCoverageVerification.com to verify coverage.

Claims must be submitted within 60 days of equipment repair and require a copy of the work order with customer signature. Your claim also requires a copy of the part receipt in cases where parts are out of OEM warranty or the packing slip in cases where parts are under OEM warranty. Avoid claims delays by promptly submitting your claim requests and documents. Claims will not be processed until all required information is received.

Claims Submission Date: _____ Default _____ (Date claim is received by AIG or postmarked via US mail.)

Items in **bold** are required.

Claim Information

Invoice Date: _____ Dealer Invoice #: _____ Contract Number: _____
 Date of Failure: _____ Date of Service: _____ Date of Most Recent Maintenance: _____
 Model #: _____ Serial #: _____
 Complaint/Work Performed: _____

Service Information

Service Name: _____ Serving Tech: _____
 Phone: _____
 Street Address: _____
 City: _____ State: _____ Zip Code: _____

Customer Information

Equipment Owner: _____ Phone: _____
 (Company Contact) (First) (Last)
 Installation Address: _____
 City: _____ State: _____ Zip Code: _____

Reimbursement Schedule

Multiple repair codes: Pays single highest repair cost at 100%, second repair at 75%, and any additional repairs at 50%.
 Companion repairs (part of the same failure): Pays one labor charge and one part allowance.
 Only one part allowance is paid per claim.

	Plan 1	Plan 2	Plan 3	Plan 4
Trip/Service Call	\$40	\$65	\$85	\$95
Part Allowance	\$35	\$35	\$35	\$35

Repair Code	Type of Labor Repair	Labor Repair Rate			
A	Replacement of electrical or mechanical components such as all circuit boards, all relays, water relief valve, thermocouple, thermostat, condenser fan blade, fan limit switch, door switch, control transformer. Water Heater: pressure relief valve, heating element-upper or lower, drain valve (cock), igniter, pilot tube assembly. Tankless Water Heater: P.C. board kit, water flow servo & sensor kit, bypass-servo assembly, surge protector, blower motor, manifold assembly-a (lpg), manifold assembly-a (nat. g), thermistor, electrode kit, flame rod kit. Boiler: flame sensor, aquastat, igniter, flue damper, low water cut-off, safety / pressure / mixing valve.	\$79	\$96	\$113	\$141
B	Replacement of electrical or mechanical components such as blower motor, blower wheel, condenser fan motor, condenser fan blade & motor, heater package and heat strips, gas valve, fuel pump, burner ignition transformer, oil burner motor. Water Heater: burner assembly, gas valve, heating elements (both) upper and lower, dip tube, anode rod. Tankless Water Heater: gas control assembly kit. Boiler: repairs to items in piping system i.e. burner, gas valve, circulator and gaskets, motor replacements.	\$123	\$149	\$175	\$219
C	Replacement of electrical or mechanical components such as shaft and bearings, gas burners, blower motor assembly, variable speed blower motor, variable speed module. Water Heater: (tank) all models and types up to 50 gallons.	\$158	\$192	\$225	\$282
D	Minor repairs to sealed system such as TXV, factory joint leaks, refrigeration pressure switch, service valve. (Repair code includes leak search, refrigerant recovery time, refrigerant replacement, and dryer) Water Heater: (tank) all models and types over 50 gallons. Tankless Water Heater: heat exchanger assembly kit, thermal fuse harness. Boiler: major repairs such as heat exchanger or tank replacement.	\$245	\$298	\$350	\$438
E	Major repairs to sealed system such as heat exchanger, compressor, reversing valve, condenser/evaporator coil replacement, accumulator or muffler. (Repair code includes leak search, refrigerant recovery time, refrigerant replacement, and dryer).	\$385	\$468	\$550	\$688

Not applicable for Parts Only → Trip/Service Call \$ _____

Part Allowance \$ _____

A receipt for parts is required if you enter a value in this field → Cost of Parts Out of Warranty \$ _____

Single Highest Repair Code _____ Repair Rate \$ _____ x 100% = \$ _____

Second Repair Code _____ Repair Rate \$ _____ x 75% = \$ _____

Additional Repair Code _____ Repair Rate \$ _____ x 50% = \$ _____

If Applicable, Sales Tax at _____ % \$ _____

Total Due \$

Submit your claim online 24/7 by visiting <https://www.ClimateShieldComplete.com>

Upload your work order and receipt for parts to the contract prior to each online claim submission.

Alternative Submission Options: Mail, fax or email 1) this completed form, 2) customer work order w/ customer signature, and if applicable 3) receipt for parts to AIG Attention HVAC Claims • 650 Missouri Ave • Jeffersonville, IN 47130 • (t) 866-538-8922 • (f) 866-244-0156 • HVACClaims@sndirect.com

Claim Repair Codes

Repair Code by Part

ACCUMULATOR	
Covered	
E	Replace Accumulator or Muffler

BLOWER MOTOR & WHEEL	
Covered	
B	Replace Blower Motor
B	Replace Blower Motor and Wheel
B	Replace Blower Wheel
C	Replace Variable Speed Blower Motor and Wheel
C	Replace Variable Speed Blower Motor
C	Replace Variable Speed Module
<i>Capacitors are included if changed with a motor</i>	
Not Covered	
Adjust Blower Wheel	
Pull and Clean Blower Wheel	

BOILERS	
Covered	
E	Replace Blast Tubes
C	Replace Circulators
C	Replace Diffuser Cones
C	Replace Expansion Tanks
D	Replace Firebox
A	Replace Multiple Zone Control
A	Replace Solenoid Valves
A	Replace Switching Relays
B	Replace Triple Aqua Stats
C	Replace Zone Valves (complete)
A	Replace Zone Valves (power head)
Not Covered	
Anti-Scald Valves for HW from Tankless Coil	
Backflow Preventers	
Feed Water Regulators	
Flow Checks	

BREAKERS	
Covered	
A	Replace Circuit Breaker (internal only)
A	Replace Low Voltage Fuse (internal only)
A	Replace High Voltage Fuse (internal only)
Not Covered	
Reset & Test/Tighten	
Replace 30/60 Amp Disconnect	

BURNER	
Covered	
C	Replace Burner
Not Covered	
Pull and Clean Burner	

CAPACITOR (Only Repair)	
Covered	
A	Replace Dual Capacitor
A	Replace Single Capacitor

CIRCUIT BOARD	
Covered	
A	Replace Circuit Board

COMPRESSOR	
Covered	
A	Repair Terminal
E	Replace Compressor
A	Replace Crankcase Heater (if factory supplied)
A	Replace Start Assist Assembly
Not Covered	
Add Sound Blanket	
Replace Sound Blanket	

CONDENSER COIL	
Covered	
E	Leak Repair
E	Replace Condenser Coil
Not Covered	
Clean Condenser Coil	
Straighten Fins	

CONDENSER FAN	
Covered	
A	Replace Condenser Fan Blade
B	Replace Condenser Fan Blade and Motor
B	Replace Condenser Motor

CONTACTOR	
Covered	
A	Replace Contactor
A	Replace Two Speed Contactor

DEFROST	
Covered	
A	Replace Circuit Board/Timer
A	Replace Relay
A	Replace Thermostat
A	Replace Two Speed Circuit Board
Not Covered	
Clean and Adjust Light Pilot Assembly	
Clean Flame Sensor	

DRIER	
Covered	
D	Replace Filter Drier (no parts, process fee only)

ELECTRONIC AIR CLEANER	
Covered	
A	Replace Air Pressure Switch
B	Replace Cells
A	Replace Cell Handle
A	Replace Current Sensing Relay
A	Replace Ionizing Wire
A	Replace Power Pack
Not Covered	
Clean Cells and Pre Filters	
Replace Pre Filter	

ELECTRIC HEAT	
Covered	
B	Heater Package
A	Replace Fusible Link
A	Replace High Limit
A	Replace Sequencer/Heat Relay

EVAPORATOR (Coil Leak)	
Covered	
E	Replace Evaporator Coil
D	Simple Leak Repair
Not Covered	
Cleaning	

FAN BELT	
Covered (if the cause of repair)	
A	Replace Fan Belt
Not Covered	
Maintenance	

FAN & LIMITS	
Covered	
A	Replace Door Switch
A	Replace Fan Center Control
A	Replace Fan Limit
A	Replace Fan Relay/Time Delay
A	Replace Limit Snap Disk/Fixed/Fusible/Rollout

FILTERS	
Not Covered	
Clean or Replace	

FLUE	
Not Covered	
Clean Obstruction	
Replace Flue Cap or Elbow	

GAS VALVE	
Covered	
B	Replace Single Stage Gas Valve
B	Replace Two Stage Gas Valve
Not Covered	
Adjust Gas Pressure	
Conversion Kit Standing Pilot to Spark Ignition	
Replace Gas Shut Off/Union/Gas Flex	

HEAT EXCHANGER	
Covered	
E	Replace Heat Exchanger
Not Covered	
Clean Heat Exchanger	
Simple Carbon Monoxide Test	

HUMIDIFIER	
Covered	
A	Replace Current Sensing Relay
A	Replace Humidistat
A	Replace Orifice
A	Replace Saddle Valve
A	Replace Solenoid Valve
Not Covered	
Replace Humidifier Pad	

IGNITION	
Covered	
A	Replace Hot Surface Igniter/Flame Sensor
A	Replace Standing Pilot Assembly
A	Replace Thermocouple

INDUCER	
Covered	
A	Replace Motor
A	Replace Motor Assembly and Wheel
A	Replace Pressure Switch
A	Replace Sail Switch
A	Replace Wheel
Not Covered	
Clean and Adjust Inducer	

LEAK SEARCH	
Covered (included in repair cost of C, D & E)	

LOW VOLTAGE	
Covered	
A	Replace Fuse (internal only)
A	Replace Transformer
Not Covered	
N/A	

METERING DEVICE	
Covered	
D	Replace Access Valve
C	Replace Schrader
D	Replace Service Valve Recovery
D	Replace TXV
Not Covered	
Clean Piston Blockage	
Schrader Caps	

MINI-SPLIT	
Covered	
C	Replace Indoor or Outdoor Mini-Split Unit

OIL FURNACE	
Covered	
C	Reline Oil Burner
A	Replace Auto Shut-Off Valve
A	Replace Electrodes
B	Replace Fuel Pump
C	Replace Oil Burner Assembly
B	Replace Oil Burner Motor
A	Replace Oil Ignition Transformer
A	Replace Oil Pump Coupling
A	Replace Primary with Accustat
A	Replace Protector Relay
A	Replace Stack Control
A	Replace Stack Switch
Not Covered	
Cleaning	
Replace Fuel Filter Cartridge	
Replace Fuel Oil Filter Assembly	
Replace Oil Nozzle	

PRESSURE SWITCH (Refrigeration)	
Covered	
D	Replace Hi/Lo Pressure Switch
C	Replace Threaded Hi/Lo Pressure Switch with Schrader

REVERSING VALVE	
Covered	
A	Replace Electrical Coil
E	Replace Reversing Valve
F	Replace Both at the Same Time

THERMOSTAT	
Covered	
A	Deluxe Programmable Heat Pump Thermostat
A	Deluxe Programmable Thermostat
A	Heat Pump Thermostat
A	Programmable Heat Pump Thermostat
A	Programmable Thermostat
A	Thermostat
Not Covered	
Adjust Heat Anticipator	
Calibrate Thermostat	
Replace Thermostat Wire (one man. up to 50 ft) External Wiring	

ULTRAVIOLET	
Covered	
A	Replace Circuit Board/Ballast
Not Covered	
Replace Bulb	

WATER LEAK	
Covered	
A	Replace Condensate Pump
D	Replace Drain Pan
Not Covered	
Clean/Blow-Out Drain	
Replace Auxiliary Drain Float Switch	
Replace Auxiliary Drain Pan	
Replace Condensate Drain	

WIRING	
Covered	
A	Replace Low Voltage Fuse
Not Covered	
Minor Repair Locate Short	
Replace Thermostat Wire	
Replace Thermostat Wire (one man. up to 50 ft) External Wiring	

MISCELLANEOUS (*Equipment must be listed on contract)	
Covered	
B	*Repair Gas Leak Inside Unit Only (factory fittings only)
A	*Replace Low Ambient Kit/Freeze Stat
Not Covered	
Minor Repair Tape or Re-Attach Ductwork	
Overnight Shipping Fee	

DEALER:

Dealer Name
 123 Main Street
 City, State, Zip

ISSUED TO:

DAVID DOE
 123 MAIN STREET
 CITY, ST, ZIP

CERTIFICATE OF COVERAGE

Thank you for purchasing a Service Contract.

Please read both sides of this Certificate of Coverage carefully as this Contract is subject to all listed conditions and provisions. **IMPORTANT NOTICE:** ANNUAL MAINTENANCE must be performed by Your dealer or an authorized service technician. Failure to do so can result in denial of service.

CERTIFICATE NUMBER: 123456789000000
 CONTRACT RETAIL PRICE: \$XX.XX
 ORDER NUMBER: 0123456789
 TYPE OF SERVICE: TYPE OF SERVICE

PRODUCT NAME	PRODUCT MANUFACTURER	MODEL NUMBER	SERIAL NUMBER	EFFECTIVE DATE	EXPIRATION DATE
-----------------	-------------------------	-----------------	------------------	-------------------	--------------------

FOR REPAIR SERVICE CALL: 1-800-XXX-XXXX

Prior authorization may be required before any service can be performed. Parts and Labor currently covered under either the manufacturer or dealer warranty will be provided by the manufacturer or dealer.

Thank You!

SERVICE CONTRACT COMPREHENSIVE COVERAGE

This document sets forth the entire Contract between the Service Contract Administrator, hereinafter referred to as We, Us and Our, and the Purchaser, hereinafter referred to as You and Your. No representation, promise or condition herein shall modify these terms. Service Net Warranty, LLC ("Service Net") is contractually obligated to You to provide service under this Contract where in accordance with and as allowed by state law. If this Contract is purchased in Florida or Oklahoma, Service Net Solutions of Florida, LLC is contractually obligated to You to provide service under this Contract.

1. WHAT IS COVERED. Depending on the coverage You purchased, We will furnish a diagnostic charge; labor; parts; and/or replacement equipment (or pay for same) necessary to repair operational or mechanical breakdowns of the Product specified in this Contract, provided such service is necessitated by Product failure during normal usage. The Product specified and covered includes only equipment as originally configured and installed at time of purchase and charged for in this Contract. Coverage also applies to the parts and accessories that are necessary to the covered Product's functionality, but does not apply to accessories used in conjunction with or to enhance the performance of the covered Product. This Contract is inclusive of the manufacturer and dealer warranty, as reported to Us by Your dealer, and does not replace the reported warranties. Please refer to Your original purchase receipt for specific details on the reported warranties. Important Note: Some manufacturers offer longer parts warranties as registration incentives. Contact the manufacturer of Your product for information.

2. ELIGIBILITY. If You purchased Your Contract greater than twelve (12) months from Your Product's original install date, this section applies to you. Contract purchase must be within sixty (60) months of original Product installation date. To be eligible for coverage, the Product must be in good working order at time of Contract purchase. If it is determined that a claim results from a pre-existing condition, the payment of claim may be denied. Information regarding the original install date of the product must be correct. Inaccurate information regarding install date may result in the product being ineligible for coverage. We reserve the right to inspect Your Product at any time to determine eligibility for coverage.

3. WAIT PERIOD. Coverage begins thirty (30) days from contract purchase or upon expiration of the dealer's labor warranty, whichever is later, unless the contract is sold greater than twelve (12) months from the Product's installation date. If the contract is sold greater than twelve (12) months from the installation date, there is a ninety (90) day wait period. Claims or losses that occur prior to or during the wait period are not covered by Your Contract.

4. ANNUAL MAINTENANCE. All Products covered by this Contract require annual maintenance performed by an authorized service technician and as specified by the manufacturer. You may be required to submit proof of annual maintenance in the event of a claim. Lack of annual maintenance or failure to provide proof of annual maintenance may result in denial of payment for claims under Your Contract. You will be responsible for payment of denied claims due to the lack of annual maintenance or failure to provide proof of annual maintenance.

5. TO OBTAIN SERVICE. If service is required, contact the number shown on the front side of this Contract and explain the problem. Prior to any repair being made, the dealer may be required to follow authorization procedures. In these cases, any claim for repairs without authorization will not be covered except as provided under emergency repairs.

6. AVAILABILITY OF SERVICE. Neither Us nor the dealer shall be liable for any damages whatsoever arising out of delays, either before or after a day or time of service is agreed upon.

7. ACCESSIBILITY OF PRODUCT. If onsite service is required, You agree to make the Product reasonably accessible to the authorized service technician. If the Product is not accessible, the authorized service technician will have the option of declining to provide service or assessing You an additional charge, which will not be covered by Us, for making the Product accessible, commensurate with the difficulty in working on the Product. All service fees incurred by Us will be applied to the maximum liability of this Contract.

8. TERMINATION FOR OTHER CAUSE. Any attempts by YOU to repair or alter the Product, or if We cannot provide service due to removal or alteration of serial number, or because You have committed fraud upon us, at our discretion we may terminate this Contract without liability. If We exercise this right, You will receive a pro rata refund of one-hundred (100%) of the purchase price of Your Contract based on the time remaining on Your plan less the value of any services or claims that have been provided or paid.

9. IMPORTANT NOTE. Repairs recommended by the authorized service center not necessitated by mechanical breakdown are not covered unless specifically authorized by Us. We reserve the right to inspect the Product prior to coverage determination or during the coverage period. Model number, serial number and original date of purchase of all Products to be covered must be provided to initiate a request for service. If You request a service call for a non-covered repair or "no failure found" diagnosis is determined for the same problem on a second trip, You may be responsible for all costs associated with the repair/call. In the event You are unable to meet the authorized service technician, You must call to cancel the appointment one (1) business day prior to the agreed upon time of service or You may be responsible for paying the second trip charge for the subsequent rescheduled repair. If the Product is found to be performing to the manufacturer's specifications, service will not be authorized and You will be responsible for costs incurred.

10. TIME FOR SERVICE. Service will be performed during the hours of 8:00 a.m. to 5:00 p.m. local time Monday through Friday, excluding holidays or during the hours of operation of the participating authorized service center. Any additional costs above the authorized rates (premium or overtime charges) or after hours service will be at Your expense with exception of health related or severe weather related emergencies.

11. PLACE OF SERVICE. Onsite service will be provided at the address listed on the front side of Your Contract. Service will be performed by the Dealer named on the front side of this Contract, or by an authorized service technician.

12. UNABLE TO REPAIR. If We determine that We are unable to repair Your Product due to the unavailability of functional parts, service or technical information, or if the cost to repair will exceed the Claims Limitation as described herein, the total liability owed to You under this Contract will be the lesser of (I) the current market value of a Product of comparable specifications; or, (II) the retail price paid for Your Product minus sales tax and claims paid, in lieu of service repairs or replacement of a Product of comparable specifications. In all cases where parts or technical information are on extended backorder for a minimum of sixty (60) calendar days, We will determine if a replacement or reimbursement will be made. All contractual obligations

are fulfilled, in lieu of repairs, upon Product replacement, reimbursement or Contract term expiration and the covered Product becomes the property of Service Net and We may, at Our discretion, require the Product to be returned to Us (or Our designee) at Our expense.

13. DEDUCTIBLE. A per claim deductible may apply to your contract. If a deductible applies, the amount is stated on the front side of Your Contract.

14. RENEWABILITY. This Contract is renewable at Our sole discretion.

15. LIMITATIONS OF COVERAGE – This Contract Does Not Cover:

- a. Any Product located outside the continental United States, Alaska, and Hawaii.
- b. Service required as a result of any alteration of the equipment, or repairs made by anyone other than an authorized service technician. This would include any unauthorized alterations made by You to the Product.
- c. Damage or other equipment failure due to causes beyond Our control including, but not limited to, repairs necessary due to operator negligence, the failure to maintain the equipment according to the owner's manual instructions, abuse, vandalism, theft, fire, flood, wind, freezing, power failure, inadequate power supply, unusual atmospheric conditions, acts of war or acts of Nature.
- d. Service necessary because of improper storage, improper ventilation, or any utilization of the equipment that is inconsistent with either the design of the equipment, the specifications set by the manufacturer or Air Conditioning and Refrigeration Institute, or the way the manufacturer intended the equipment to be used. Any installation that prevents normal service.
- e. Any and all cases in which the manufacturer of the equipment would not honor any warranty regarding the equipment.
- f. Cosmetic defects, damage, or failures of non-operational components that do not inhibit the proper operation and performance of the covered items.
- g. Consumable items defined as any part that is considered consumable by the manufacturer or any item that is designed to be consumed (wear out) during the life of the Product, regardless if it is consumer replaceable or not.
- h. Registers, batteries, grills, key valves, duct work, plumbing, venting, belts, dampers or nuisance calls such as resetting breakers, low or dead thermostat batteries and adjustments made to programming.
- i. Repairs to Product, including parts, labor, or Product replacement covered by the reported manufacturer warranty, reported dealer warranty, manufacturer's recall, or similar manufacturer's incentive or repair program (regardless of whether or not the manufacturer or dealer is doing business as an ongoing enterprise).
- j. Consequential damages as a result of malfunctioning or of damage to an operating part of the covered equipment, or damages as a result of any repairs or replacements under this Contract.
- k. Loss of use, loss of business, loss of profits, down-time and charges for time and effort.
- l. Damages caused by delays in rendering service or loss of use during the period that the Product is at the authorized service center or otherwise awaiting parts are not covered. Rentals and "loaner" equipment are not covered.
- m. Damage or failure caused by animals or insects.
- n. Operational or mechanical failure which is not reported prior to expiration of this Contract or within 60 days of Product failure.
- o. Equipment sold without a manufacturer's warranty, sold "as is" or refurbished Products.
- p. Normal, periodic or preventative maintenance and/or checkups, including but not limited to customer education, adjustments, cleanings, and convergence. Regular maintenance, maintenance parts such as filters, lubricants, oil nozzles or any Product that has been altered or misused or requires replacement due to normal wear, accidents or lack of proper maintenance. Refrigerant as a top-off or stand alone repair.
- q. Pre-existing conditions (incurred prior to the effective date of coverage), known to You or discovered during annual maintenance.
- r. Equipment where the serial plate attached to the equipment is removed, defaced or made illegible.
- s. Damage resulting from user facilitated minor adjustments and settings outlined in the Product's owner's manual, inaccessible products or parts, negligence, misuse or abuse whether willful or not.
- t. Failure and replacement caused by contamination of the sealed system such as Green Slime, Dirty Sock Syndrome, etc. Consequential or damage(s) otherwise caused by rust, brownouts, or blackouts. Premature failure due to the use of inferior building material such as Chinese Dry Wall, corrosive conditions caused by location or moisture. Leaks in the equipment in the evaporator, Schrader cores, condenser and/or metering device or other connections resulting from loose valves and/or loose valve caps, interconnecting fittings and/or field piping (line sets/tubing).
- u. Miscellaneous items such as nitrogen that are used to detect or diagnosis failures.
- v. Transit or delivery damage, damage caused by packing, unpacking, assembly, installation, or removal.
- w. You are responsible for all charges as a result of a "no Failure Found" call, which includes, but is not limited to, problems that do not require parts, intermittent issues, blown fuses or circuit breakers that are external of the equipment.
- x. Repairs to alter the equipment to meet changes in federal, state or local codes and regulations, or repairs which require additional parts and labor to bring the equipment into working condition as a result of such Government Regulations.
- y. Products over sixty (60) months of age at the date of Contract purchase.
- z. Manual or digital thermostats and control equipment unless specifically listed on the face of this Contract.
- aa. Any cost recoverable under any other warranty, guarantee, or under an insurance policy (in such case, this Contract will cover any applicable deductible).
- bb. Damage or failure caused by bodily fluids, including by not limited to urine and vomit.
- cc. Product that has been leased or rented to You.
- dd. Products used in a commercial environment, which is defined as non-residential, multiuser, communal, or industrial use.

16. CANCELLATION. You may cancel this Contract for any reason during the first thirty (30) days after it is issued and obtain a full refund of the purchase price less any services or claims provided or paid. After the first thirty (30) days, You will receive the lesser of a pro rata refund based on the term remaining on Your Contract OR

ten percent (10%) of the price of this Contract. In either case, the refund will be reduced by the value of any services or claims provided or paid plus any applicable administrative fees.

17. CLAIMS LIMITATIONS. The maximum liability owed to You under this Contract will be the lesser of (I) the current market value of a Product of comparable specifications; or, (II) the retail price paid for Your Product minus sales tax and claims paid, in lieu of service repairs or replacement of a Product of comparable specifications. When determining the current market value of a Product of comparable specifications a fair analysis is completed using current manufacturers' and distributors' pricing on comparable products. In the event We (I) replace the Product with a Product of comparable specifications; (II) reimburse You for the current market value of a Product of comparable specifications; or (III) reimburse You for the retail amount of the Product, minus claims, minus sales tax, We shall have satisfied all obligations owed under this Contract and the covered Product becomes the property of Service Net and We may, at Our discretion, require the product to be returned to Us (or Our designee) at Our expense.

18. BUYOUT. We may elect, at Our option, to buyout the Contract during the coverage term for the lesser of (I) current market value of a Product with comparable specifications, (II) purchase price of Your Product minus sales tax and claims paid, or at Your request (III) cost of repair in lieu of repair. You have up to forty five (45) days from the date of authorization to complete your product buyout transaction. We will have satisfied all obligations owed under this Contract if any one of the buyout options is accepted by You.

19. TRANSFERABILITY. This Contract may be transferred to subsequent owners if the maintenance has been performed as required by the manufacturer. You may transfer this request by sending a) written notice, b) proof of equipment/home acquisition or original owner signature, and c) a twenty-five dollar (\$25) transfer administrative fee to: Service Net, P.O. Box 1411, Jeffersonville, IN 47131-1411. Important Note: This contract does not cover changes or reductions in coverage of the manufacturer or dealer warranty due to transfers of ownership.

20. STATE VARIATIONS. Certain states have specific conditions; conditions listed on the front of this form may apply to You.

21. RIGHT TO RECOVER FROM OTHERS. If We make any payment, We are entitled to recover what We paid from other parties. By accepting settlement of a claim, You transfer to Us Your right to recovery against any other party.

22. COVERAGE AND TERM. This is not an insurance policy. As the Administrator, We will assist You in understanding Your warranty and coverage benefits from the day You purchase Your Contract. Upon inspection and diagnosis, if it is determined that the failure is covered by this Contract, You or the authorized service center must submit an invoice, work order, and/or customer reimbursement for any replacement parts and/or labor for which charges are being made. The invoice MUST show model and serial number(s), the "Contract Number" located on the front side of this form, and the authorized service technician's cost and/or charges. The work order/invoice MUST secure a customer signature as acknowledgement of service and be submitted to Us within sixty (60) days of the date of repair or replacement at Service Net Warranty LLC, 650 Missouri Ave., Jeffersonville, IN 47130 for processing and payment. These documents and/or parts must be made available to Us, upon request, no more than sixty (60) days from the date the claim was received in Our office or on site inspection was made. The Contract is secured by a contractual liability or reimbursement insurance policy provided by Illinois National Insurance Company in all states with the exception of AR, CA, FL, MS, NC, NY, OK, VA, which are covered by New Hampshire Insurance Company Inc., both located at 180 Maiden Lane, 25th Floor, New York, NY 10038. Telephone 1-800-250-3819. If, within sixty (60) days after proof of loss has been filed, We have not paid a covered claim, provided You with a refund, You are otherwise dissatisfied, or We are no longer a going concern, You may make a claim directly to the insurance company. Please enclose a copy of Your Contract when sending correspondence to the insurer.

23. ENTIRE CONTRACT. This is the entire Contract and no other written or oral modifications are valid.

24. LIMITATION OF LIABILITY. THE DEALER/RETAILER, SERVICE NET, THEIR AGENTS, CONTRACTORS OR LICENSEES WILL NOT UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, PROPERTY DAMAGE, LOST TIME, LOST DATA RESULTING FROM THE BREAKDOWN OR FAILURE OF ANY EQUIPMENT OR FROM DELAYS IN SERVICING OR THE INABILITY TO RENDER SERVICE ON ANY COVERED EQUIPMENT. EXCLUSION IS MADE OF ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO EXPRESS OR IMPLIED WARRANTIES MADE HEREIN.

If You have any questions, require customer service, or wish to report a claim, please contact: Service Net Warranty, LLC, 650 Missouri Ave., Jeffersonville, IN 47130.



Agreements may be transferred to subsequent owners if the maintenance has been performed as required by the manufacturer and upon payment of transfer administrative fee and proof of equipment acquisition. All contracts submitted for transfer are subject to approval by Carrier Enterprise. Requests will not be processed if any information is missing from this form. You may be required to submit additional documentation such as a closing document. If authorized, a revised Certificate of Coverage will be printed within thirty (30) days of your request.

Important Note: The original manufacturer's warranty may not transfer to subsequent owners. Contact the manufacturer of your covered product for more information. Additional "Parts Only" coverage may be available for purchase through your dealer or an authorized dealer.

Contract Transfer Date: Default (Date request is received by AIG or postmarked via US mail.)

Items in **bold** are required.

Dealer Information

Dealer Name: _____

Dealer ID: _____

New Customer Information

Contract Number: _____

Equipment Owner: _____ **Company Name:** _____
(Company Contact) (First) (Last)

Phone: _____ **E-mail:** _____
(Required for certificate printing)

Installation Address: _____
(Please confirm the installation address from the original contract)

City: _____ **State:** _____ **Zip Code:** _____

Transfer Requirements

- I confirm that maintenance has been performed as required by the manufacturer.
- I have included supporting documentation of equipment acquisition such as property closing document or bill of sale or original owner's signature.
- I have included a \$25 Residential Transfer Administrative Fee. Make check payable to **Service Net Warranty** and write **HVAC Transfer [Contract #]** in the memo field.

Printing Options

- Dealer Receipt Options:**
- E-mail Certificate of Coverage to the dealer e-mail address on record.
 - Mail Certificate of Coverage to the dealer address on record.
 - Does not need new Certificate of Coverage.

- Customer Receipt Options:**
- E-mail Certificate of Coverage to the e-mail address listed in customer information.
 - Mail Certificate of Coverage to the installation address.

New Equipment Owner Signature: _____ **Date:** _____

Original Equipment Owner Signature: _____ **Date:** _____
(Only required if serving as proof of new ownership)



Cancel an Existing Contract. Contracts may be cancelled by the Customer at any time and for any reason. Customers wishing to cancel their contract must initiate the request with their dealer. Refunds are processed to Carrier Enterprise within 30 days. The Dealer is responsible for refunding the customer any due amount. Requests will not be processed if any information is missing from this form.

Cancel an Existing Contract AND Replace with a New Contract. Contracts may be cancelled by the Dealer without Customer approval if the Existing Contract has an incorrect Term, Coverage, or Plan. Dealer must notify Carrier Enterprise if a contract needs to be cancelled and rewritten. Refunds are processed to Carrier Enterprise within 30 days. The New Contract MUST meet standard sales guidelines at time of entry by You. The New Contract will be subject to standard wait periods based on the New Contract Purchase Date. The customer will be notified of the Existing Contract's cancellation if the New Contract is not entered within 30 days of the cancellation.

Refunds are processed according to the standard cancellation policy below. Any refund you owe to the customer must also be in compliance with this policy:

- Full refunds, less any claims, will be processed for contracts that are cancelled within 30 days from the Contract Purchase Date
- Prorated refunds, less any claims, will be processed for contracts that are cancelled after 30 days from the Contract Purchase Date

Cancellation Date: _____ Default _____ (Date cancellation is received by AIG or postmarked via US mail.)

Items in **bold** are required.

Dealer Information

Dealer Name: _____ **Dealer ID:** _____

Your Name: _____ **Your Title:** _____

How should we communicate with you if additional information is required or if this request should be denied?

E-mail _____ Fax _____ Mail _____

Customer Information

Equipment Owner: _____ **Company Name:** _____
(Company Contact) (First) (Last)

Phone: _____

Installation Address: _____
(Please confirm the installation address from the contract)

City: _____ **State:** _____ **Zip Code:** _____

Cancellation Details

Contract Number(s) to be Cancelled: _____

- Reason for Cancellation:**
- Customer request: _____
 - Dealer Error. New Contract will be re-entered within 30 days of cancellation (select Reason).
 - Wrong Term (i.e. Customer purchased a 10 year plan, but a 5 year plan was originally submitted).
 - Wrong Coverage Type (i.e. Customer purchased labor plus, but labor only was originally submitted).
 - Wrong Plan (i.e. Customer purchased plan 1, but plan 2 was originally submitted).
 - Other (**explanation required**): _____

Customer Signature: _____ **Date:** _____

Dealer Signature: _____ **Date:** _____