



**VAST-14-005**

**Service Tip**

**04/18/2014**

**Subject:** 2014 CCE Contractor Program requirements for the 100% money back guarantee or first year unit replacement to consumers



Many of our contractors participate in the CCE program and as such we wanted to be sure each of you understand the process for offering for the 100% money back guarantee or first year unit replacement to consumers. The complete details can be found in the CCE Program Reference Guide available for download on UPGnet in the MAC (Marketing Action Center) and of course we would encourage you to be familiar with all aspects of the program so you can take full advantage of the program's benefits.

Please take note of the following requirements when offering the 100% money back guarantee and/or the first year unit replacement offer in the event of a major component failure:

- A program registration form must be completed and signed by the consumer at the time of sale. A copy of the form is attached, as are the program flowcharts
- A start up sheet, which can be found in the installation instructions for every unit, must be completed and submitted along with the registration form
- Both of these documents must be forwarded to VA Air within 30 days of the sale. These should be sent to Ashley Sturm, Virginia Air's Warranty Administrator by email or fax ([ashleysturm@virginiaair.com](mailto:ashleysturm@virginiaair.com) or Fax# 804-608-3099).
- The equipment must be registered within 90 days of the sale.

Ashley will record and store these documents, then forward them to the factory on a monthly basis as per the attached flowcharts. We strongly encourage you to follow these instructions to avoid having claims denied due to missing documents. If you have any questions on the CCE program or requirements please discuss them with your territory manager. And as always, thank you for your business.

# Homeowner Registration Form



☐ *Money Back Guarantee*

☐ *First Year Replacement*

**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**

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

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

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

## **INSTALLING DEALER**

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

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

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

## **OUTDOOR UNIT**

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

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

Additional Components: \_\_\_\_\_ Installation Date: \_\_\_\_\_

## **INDOOR UNIT**

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

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

## **COIL UNIT**

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

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

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

Date \_\_\_\_\_

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

Date \_\_\_\_\_

## **MONEY BACK GUARANTEE OPTION**

Total Purchase Price: \$ \_\_\_\_\_

Covered Satisfaction Guarantee: \$ \_\_\_\_\_

☐ Owner authorizes dealer to remove and dispose of original unit.

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

## **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. (Money Back Guarantee option only)  
(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. (Money Back Guarantee option only).
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.

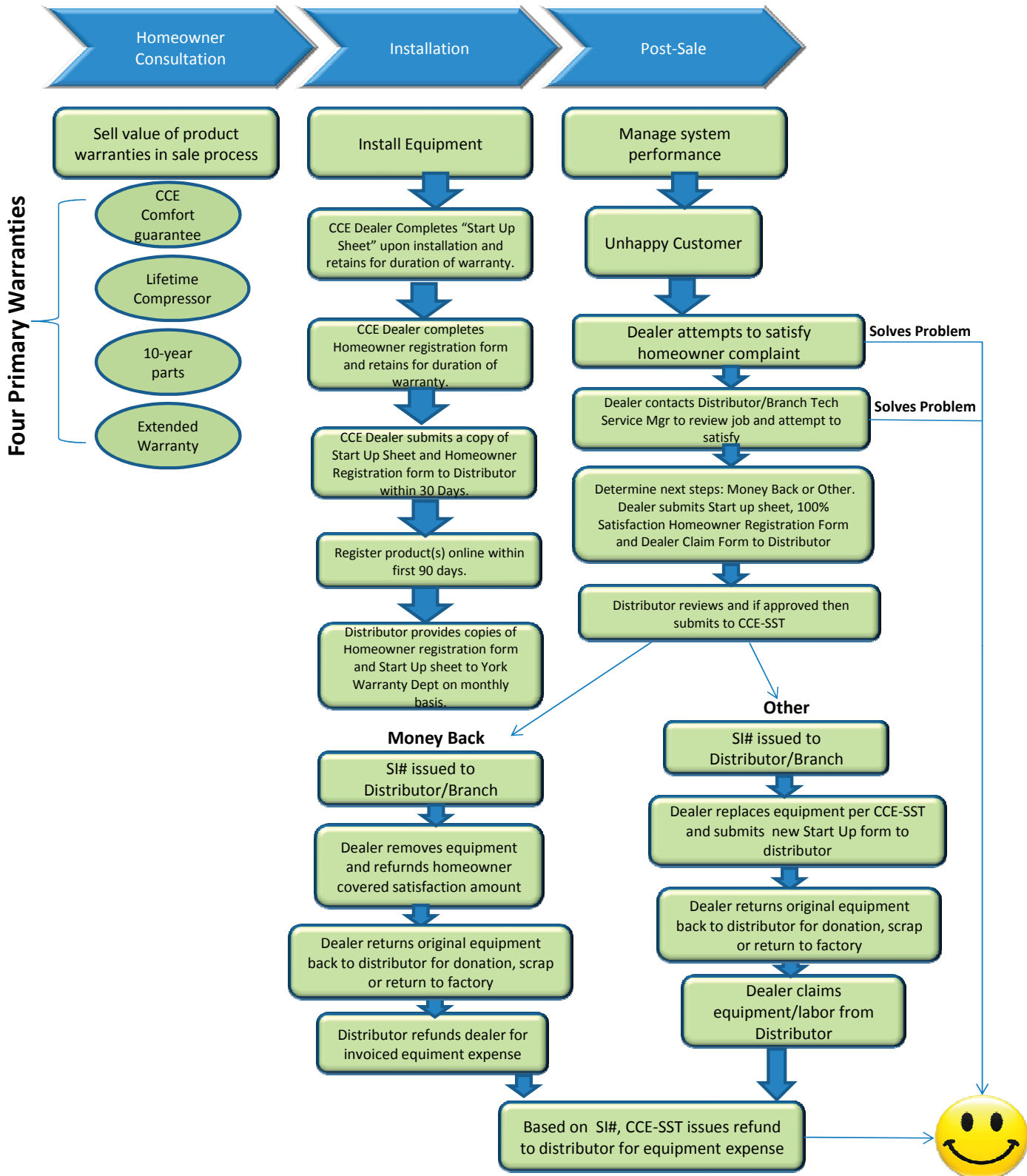
## **Limitations:**

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. or its distributors.
5. In the event resolution cannot be met, all parties agree to arbitration
6. Offer good through one year after installation date.
7. Failure to register warranty within first 90 days will result in loss of Money Back Guarantee/ First Year Replacement.
8. Failure to provide completed Start Up sheets and Registration forms will result in loss of Money Back Guarantee/ First Year Replacement.
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 returned unit, UPG reserves the right to reserve the credit.

# 100% Satisfaction Guarantee



## YORK CCE COMFORT GUARANTEE PROCESS - 100% Satisfaction Money Back Guarantee Sales Process Phase for CCE Dealers





# First Year Replacement Warranty

## YORK CCE COMFORT GUARANTEE PROCESS - First Year Replacement Sales Process Phase for CCE Dealers

