



Customer Bill of Rights

- 100% Money Back Guarantee** – During the 1st year after installation, if you are not satisfied, for any reason, we will cheerfully remove the equipment and give you a full refund on your investment.
- No Lemon Guarantee** – If the compressor or heat exchanger fails on 15-18 SEER systems we replace the entire outdoor condensing unit or indoor furnace at no charge.
- Drug Free Smoke Free** – Our employees are drug tested to ensure a drug free workplace. They will not use tobacco in your home or on your property.
- On Time Guarantee** – If we do not complete the work in the time that we promised we will deduct \$100.00 from the contract price.
- Clean Home Guarantee** – If we do not leave our work area as clean as it was before we started, you save another \$100.00.
- Comfort Guarantee** – With our total comfort system, we guarantee that there will be no more than a 3 degree temperature difference between rooms or we will rebalance the air.
- 24 Hour Service Guarantee** – If you have a problem during the warranty period we'll have heating or cooling in your home in 24 hours or pay for your night in a hotel.
- Investment Guarantee** – Do not be fooled by the cheapest price. We promise that with our quality you will have peace of mind and value second to none. With us you only pay once!

Name: _____

Model#: _____

Address: _____

Serial#: _____

City: _____

Effective Date: _____

Thanks for Choosing Kellam!