



Turn to the experts



Homeowner's Registration Form

100% Satisfaction Money Back Guarantee

If for any reason you, the original purchaser, are not satisfied with your Carrier® system, the original installing contractor will repair the problem to your satisfaction or remove the Carrier® products and refund the purchase price, subject to the Conditions and Limitations listed below. This guarantee will remain in effect for one year after the original installation date. This guarantee is non-transferable. (See specific limitations below applicable to geothermal products.)

* Due to ongoing supply constraints, Infinity® controls may not be available at time of equipment installation, and dealers may install temporary, substitute controls. Consumer non-satisfaction resulting from the temporary controls shall not be subject to the 100% Satisfaction Guarantee. Infinity® equipment shall be subject to this Guarantee once the communicating control is installed.

Owner Name _____ Address _____

City _____ State _____ Zip _____ Phone _____

Installing Dealer

Outdoor Model# _____ Serial# _____

Indoor Model# _____ Serial# _____

Additional Items Comprising System _____

Total Purchase Price _____ Covered Equipment Refund Amount _____ Installation Date _____

If for any reason the original installing dealer is unavailable for repair, please contact Carrier (address below) for the name of an alternative dealer.

_____ Owner authorizes dealer to remove and dispose of original equipment

_____ Owner chooses to retain original equipment

Owner accepts Conditions and Limitations listed below on this page.

Homeowner's Signature _____ Date _____ Installing Dealer's Signature _____ Date _____ Contract # _____

Conditions and Limitations

- 1) This offer is applicable only to homeowner's personal residence. Not applicable to any rental or commercial properties in residences which the owner is not the primary resident.
- 2) Amount shown in the Covered Refund Amount is the amount of the purchase price to be refunded by the dealer in the event the 100% Satisfaction Guarantee* is executed.
- 3) Homeowner is responsible for painting, patching or restoration work in the event that the Carrier system is removed.
- 4) Owner must provide access for the system to be removed weekdays between 8 a.m. and 5 p.m.
- 5) Covered Equipment Refund Amount is based on labor and material necessary for the installation of the Carrier system only. Additional items that would remain on the premises, i.e. ductwork, electrical/plumbing upgrades, registers, grills and fees, permits and finance charges are not subject to refund. Geothermal loops will not be removed. Costs for purchase, installation, or removal of the geothermal loop are not eligible for a refund.
- 6) Owner agrees to allow a Carrier® customer assurance representative and the installing dealer a reasonable number of attempts and ample time for the resolution of the dissatisfaction or for the approval of the eventual removal of the system.
- 7) Regardless of the retention of the original system the new system will be removed free of charge if no satisfaction is reached.
- 8) This guarantee does not cover, and neither the installing dealer nor Carrier Corporation are responsible for, the cost to replace or reinstall owner's original equipment.

Carrier® Distributor