



**INTERMOUNTAIN
SOFT WATER**

Customer Support: (800) 454-3429

220 South 1060 West, Lindon, UT 84062

www.intermountainsoftwater.com

Loss or Damage Reimbursement Policy

THIS POLICY IS NOT A WARRANTY. PLEASE REFER TO THE 'STATEMENT OF LIMITED PRODUCT WARRANTY' ("ISW WARRANTY") PROVIDED UPON INSTALLATION FOR INFORMATION CONCERNING THE WARRANTY FOR YOUR INTERMOUNTAIN SOFTWATER PRODUCT. THE LIMITATIONS AND CONDITIONS IN THIS POLICY DO NOT AFFECT THE TERMS OF SAID WARRANTY.

In the event that: 1) equipment provided by ISW is presumed to have been the actual or proximate cause of damage to a home; 2) customer has contacted an independent third party to remedy such damage and incurred expenses due to services performed; and 3) customer and now seeks reimbursement for said expenses by ISW, the following steps are to be taken by the customer:

If damage is believed to have been caused by:	Please contact:	Additional action:
- Faulty equipment	- Intermountain Softwater, Inc. 220 South 1060 West Lindon, Utah, 84042 (800) 454-3429.	- Please return any equipment and parts believed to have been responsible to ISW at the address above and in accordance with the conditions below.
- Improper installation	- If the equipment was installed by an independent third party installer, please reference the bill of sale or receipt for their contact information. - If the equipment was installed by Intermountain Soft Water, please contact us at the address and number listed above.	- Please return any equipment and parts believed to have been responsible to ISW at the address above and in accordance with the conditions below.
- Homeowner action	- Your homeowner's insurance policy holder.	- None, unless outlined by your policy holder.

ISW reserves the right to determine whether the any actual damage was the result of improper installation, manufacturing error, or homeowner/customer action. Accordingly, ANY AND ALL MATERIAL OR PARTS DEEMED TO BE THE PROXIMATE CAUSE OF SUCH MALFUNCTION MUST BE EITHER RETURNED TO ISW BY HAND, POSTMARKED, OR SHIPPED WITH A REPUTABLE CARRIER, WITHIN FIVE (5) BUSINESS DAYS AFTER SUCH INITIAL DETERMINATION. In the event that such equipment or parts is not returned to ISW within such time period, ISW, its employees, directors, officers, approved contractors, partners, et cetera, is not and shall not be responsible for reimbursement of any expenses incurred by the homeowner.

ISW must be able to openly discuss the event, its effects (including any resulting damage and/or expenses), and potential and/or actual causes of the event with third-party independent contractor hired by customer or homeowner to remedy such damages as a full extension of customer. No confidentially provisions between customer and any third-party utilized in the remediation of any damage shall apply to ISW in resolution of the event.

THIS POLICY DOES NOT COVER DAMAGES CAUSE BY IMPROPER USE OR MISUSE OF THE EQUIPMENT, OR ANY NEGLIGENCE, UNAUTHORIZED ATTEMPTS TO REPAIR OR MODIFY, OR ANY CAUSE BEYOND THE RANGE OF THE INTENDED USE, OR BY ACCIDENT, FIRE OR OTHER HAZARD. This policy is solely in excess of, and applies only to the extent necessary beyond any coverage as outlined in the ISW Warranty.