

Brothers Low Price Guarantee

Brothers Air Heat & Plumbing will not be undersold!

We believe that no one offers the same thorough, comprehensive design, field assembly, installation, and warranty at the same price point as Brothers. If another company provides you with an estimate that is less than Brothers for identical products and services, show us the estimate and we will match it. If another company provides you with an estimate for different products and services, show us the estimate and we will match that price, providing equivalent products and services. We will not lose a customer over price.

Our price match guarantee is good on all installed products. The price match applies to products installed by a licensed contractor with NATE Certified Technicians, and the estimate must be for the same quality, quantity, installation, and warranty. We will match the price when the products included in the estimate are the same brand and model number, and include the same additional equipment, accessories, and services, excluding used equipment, non-stocks, custom, discontinued, damaged, or close-out items. If a competitive estimate is for different brands, models, additional equipment, accessories, or services, we reserve the right to substitute equipment we believe to be equivalent.

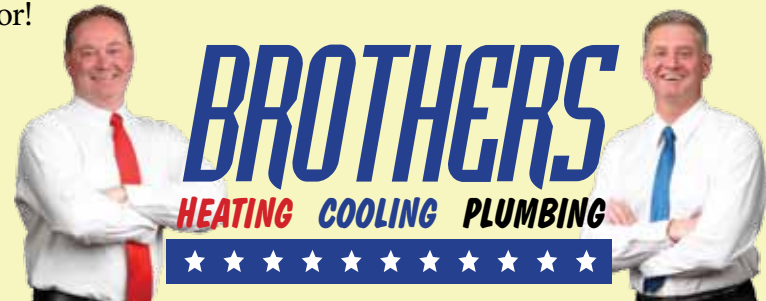
We reserve the right to verify another company's product availability and price before issuing a price match. We also reserve the right to limit price matching to companies that are licensed, authorized resellers for the brands in question. Our lowest price will be determined after all discounts and rebates have been applied. We reserve the right to limit the quantities of any item subject to a price match.

If you find a current, published price lower than Brothers that you feel qualifies for a price match, please call Roger Costner at 1-800-849-2881, email him at roger@brotherair.com or send a fax to 803-327-4141. We require a copy of the full quotation, along with an expiration date. Our price guarantee expires 7 days from the estimate date. This policy is subject to change without notice. See reverse for additional details, or feel free to call us. Just Ask Your Neighbor!

Roger Costner

Donald Costner

www.brotherair.com



What is the Brothers Air Heat & Plumbing Low Price Guarantee?

How Does It Work?

If you find a lower price on a new, identical installed item or service, just show us the estimate when you receive your quotation from Brothers Air Heat & Plumbing. Our price guarantee is valid for 7 days following the date of your Brothers Air Heat & Plumbing quotation.

What Do We Match?

We match everything we sell and install. The item must be identical, including model number, components, warranties, and warranty providers. Warranty coverage and terms must be the same. Items must be in stock, available for purchase, and the listed price on the quotation must be from a licensed, authorized reseller. We reserve the right to verify this authorization.

What Do We Exclude?

We do not match prices from websites or from companies not licensed to provide heating, ventilation, and air conditioning installation services in the Charlotte Metro Area. We do not match prices for our third party providers' products and services, items sold on auction sites, at local or special events, such as grand opening, anniversary, or liquidation sales. We do not price match taxes or typographical errors.

How Do Manufacturer Rebates & Coupons Affect the Brothers Price?

We deduct any Brothers Air Heat & Plumbing coupon and/or manufacturer rebate to arrive at a net price. Comparisons are made after rebates and coupons.

How Do Mail-In Rebates, Gift Checks, Gift Cards, and Free Promotional Items Affect the Price Match?

We match the price you pay at the point-of-purchase. We do not take mail-in rebates, gift cards, gift checks, or free promotional items into account.

Are Installation Charges, Refrigerant Reclamation, Equipment Disposal, Permits, and Other Charges Included?

When we compare our price, all equivalent and necessary charges will be included. If a comparison company does not include them, we will use our standard prices to determine the final price.

Are Quantities Limited?

We may limit the quantities of price-matched items and services, especially if the comparison company limits them. We reserve the right to limit quantities sold to a customer.

When Does the Price Match Expire?

Our price match is good for 7 days following the date on the Brothers quotation. If you proceed with an installation, we will honor the price match for verified, public, published prices for identical equipment and installations for 14 days following the installation, subject to the terms stated here. If the unlikely event we cannot match a price, we will offer you a choice of removing the installed equipment or providing you with \$200 in cash.

