



 ibexhw.com
  208-801-7001

It's About What We Do Cover.

WHY CHOOSE iBEX?



REKEY
SERVICE



FREE FURNACE
FILTERS



FURNACE &
AC TUNE-UPS

\$500*

ONE PLAN,
LESS CONFUSION,
MORE COVERAGE



ZEE



PRESTON



ADAM



CHRISTINA



CHAD



ANDREW



CHARLOTTE



HOOFER



#

Greatest
Of
All
Time



1162
iBex team combined weight



27

record number
of chicken wings
consumed by Adam
in one sitting



10

average number of
weekly drive through
visits made by Zee
to a popular Mexican
fast food joint

12

number of
consecutive
cartwheels Andy
has performed



60

years combined industry experience

5



service you can expect

1,000,000

number of adoring Christina fans

6

major systems covered by iBex



3

Preston's placement at the neighborhood pole vault competition



4

free furnace filters



87

Chad's highest bowling score (with bumpers)

39

number of movies Charlotte owns that feature an elf or fairy



WE'VE GOAT YOU COVERED!

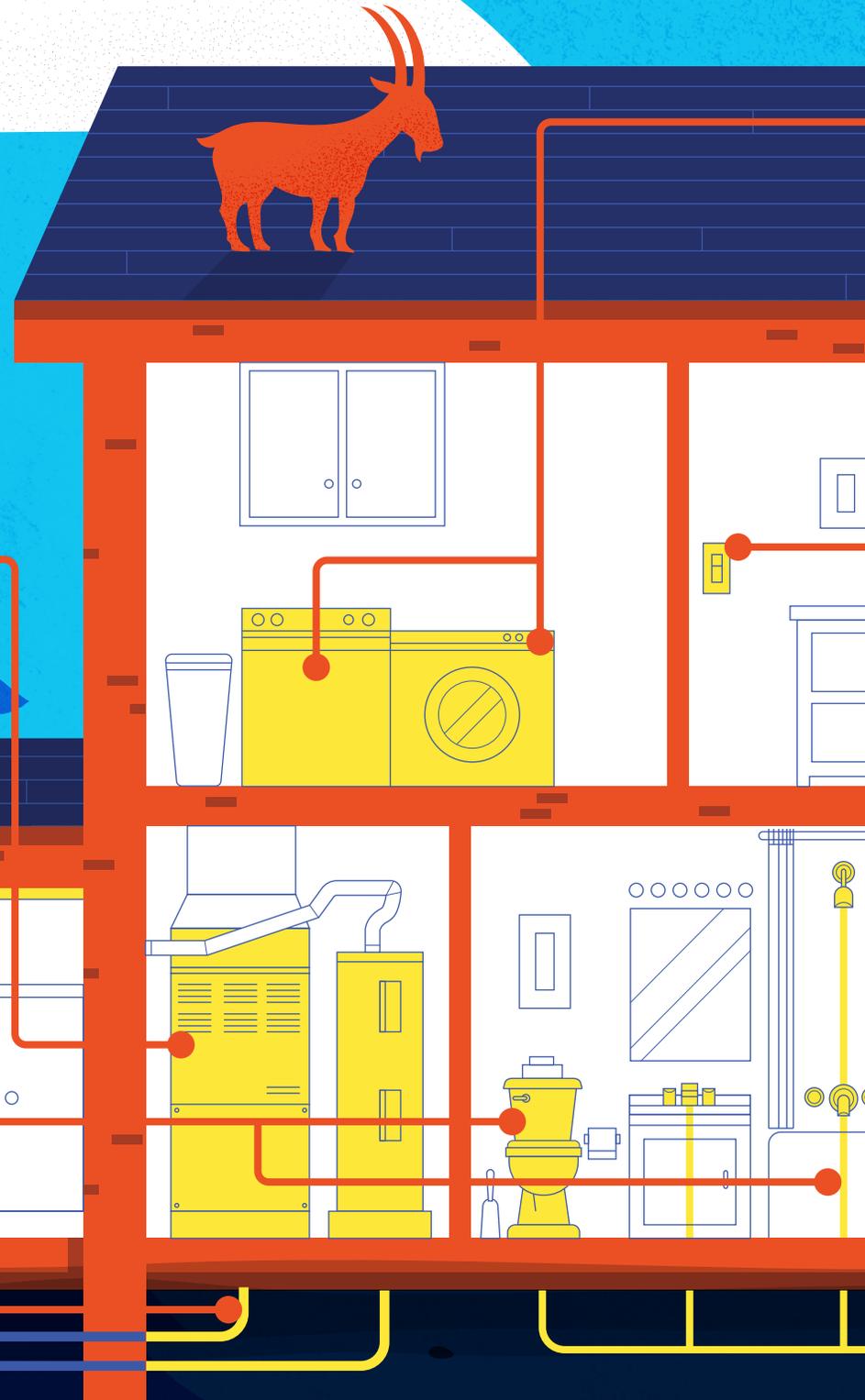
iBex Home Warranty offers coverage for six major systems within a home. These systems are covered for failures resulting from normal wear and tear, during the contract term. (see following pages for details)

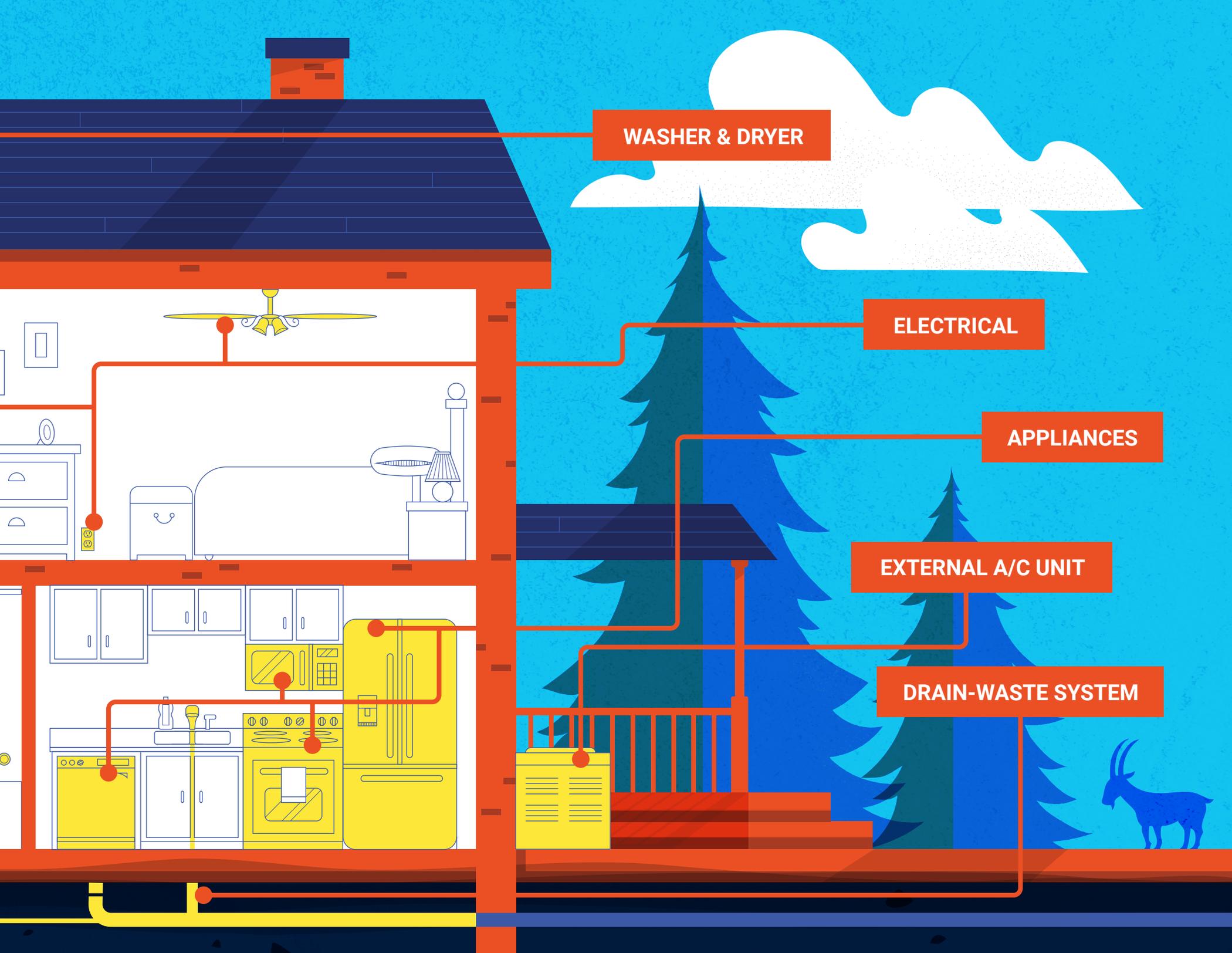
FORCED-AIR FURNACE

INTERIOR PLUMBING

GARAGE DOOR

NATURAL GAS SUPPLY SYSTEM





WASHER & DRYER

ELECTRICAL

APPLIANCES

EXTERNAL A/C UNIT

DRAIN-WASTE SYSTEM



APPLIANCES

Suffering from a microwave meltdown? Fridge on the fritz? Dryer about as useful as a wet rag? Well, just sit back, grab a snack, and relax—iBex has you covered.



PRIMARY KITCHEN APPLIANCES

- ✓ Refrigerator
- ✓ Electric or natural gas range
- ✓ Wall oven
- ✓ Cooktop
- ✓ Built-in dishwasher
- ✓ Microwave oven
- ✓ Range hood

PRIMARY LAUNDRY APPLIANCES

- ✓ Clothes washing machine, top load or front load model
- ✓ Natural gas or electric clothes dryer





ELECTRICAL

Electrical burns might be a good conversation starter, but at what cost? Before those faulty circuits break you more than they break the ice, let us have a go at 'em. You'll be shocked at how quickly we'll have you seeing the light.

- ✓ Fans: ceiling, attic, exhaust, bathroom and whole house fans
- ✓ Outlets: mounted on and within the walls of the home
- ✓ Interior power supply wiring
- ✓ Breaker and fuse panels
- ✓ Light switches
- ✓ Doorbell







CENTRAL AIR CONDITIONING

Nothing dampens familial bliss like a sweaty, muggy, airless afternoon at home. But before y'all lose your cool, remember you can't spell "Fix the A/C, Baby"! without iBex.

- ✓ Pre-season tune-up
- ✓ Exterior A/C condensing unit
- ✓ Interior A/C evaporator coil
- ✓ A/C line set and wiring
- ✓ Freon and refrigerant







FORCED-AIR FURNACE

When the weather outside is frightful, and it's more than just an unlit pilot light nipping at your nose, we'll be there to bring the heat! That means you'll never get left out, or, more accurately, left in the cold.

- ✓ Pre-season tune-up
- ✓ Control thermostat
- ✓ Natural gas forced-air furnace
- ✓ Four free furnace filters

Available sizes:

- 14 x 20 x 1 • 16 x 25 x 1 • 16 x 20 x 1
- 14 x 25 x 1 • 20 x 25 x 1 • 20 x 20 x 1







INTERIOR PLUMBING

Plumbing problems can quickly turn your life into a bottomless well of despair and eye-stinging shame. Not to worry, though—you'll never have to watch all your time, money, and sanity swirl down the drain when you've got an iBex by your side!



FRESH WATER SUPPLY SYSTEM

- ✓ Water supply lines within main foundation walls
- ✓ Main water shut-off valve
- ✓ Water main pressure regulator
- ✓ Water heater, both tank and tankless models
- ✓ Expansion tank
- ✓ Shut-off valves
- ✓ Exterior hose bib on exterior wall
- ✓ Faucets: bathtub, shower, bathroom and kitchen
- ✓ Toilets

DRAIN-WASTE SYSTEM

- ✓ Drain fixtures and pop-up assemblies
- ✓ Garbage disposal
- ✓ Drain pipes within the foundation walls
- ✓ Sewage ejector pump
- ✓ Sump pump
- ✓ Drain line clogs

NATURAL GAS SUPPLY SYSTEM

- ✓ Natural gas supply lines within foundation walls
- ✓ Natural gas shut-off valves
- ✓ Natural gas flex lines





GARAGE DOOR

If you're like us, your garage door is the real front door of your home. And if you're exactly like us, you know how hard it is to boost your car in through the window when the garage door is stuck. So, maybe don't be exactly like us—just enough that you've always got iBex as your own personal locksmith.

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- ✓ All mechanical and electrical systems that make the door open and close
- ✓ Hanging tennis ball by a string





CONTACT US

Hours: Mon–Fri, 9 A.M. to 5 P.M. **Email:** idaho@ibexhw.com
Call/Text: 208-801-7001 **Web:** ibexhw.com

WARRANTY PURCHASE AND RENEWAL INFO

Let's nail down a few nitty-gritty bits:

- \$500 covers residential single-family homes up to 5,000 square feet. If your abode is over 5,000 square feet, call us for a quote.
- A monthly installment plan for your one-year contract is available if that's more your style, paid monthly at just \$50 per month.
- One year to a human is like 18 years to a goat. All warranty contracts are for one human year (18 goat years), and become effective when payment is processed, and expire one human year (18 goat years) later.
- There is a 30-day waiting period for lapsed policies and for warranties purchased outside of a real estate transaction. You will be billed after this waiting period has ended on the day your coverage begins.
- iBex reserves the right to deny a warranty purchase or renewal.
- The warranty belongs to the property address and can be transferred to a new owner with approval from iBex.
- To cancel a contract (a.k.a. break up with us ... sob ... no hard feelings — we can still be friends), the amount spent toward repairs will be deducted, as will a cancellation fee of \$200 and a prorated fee based on time lapsed in the contract year.
- iBex can cancel the contract with 10 days notice if a payment is missed and 30 days notice due to material misrepresentation.

REPAIR REQUEST & CLAIM INFO

Got a problem you want us to address? Use the online repair request tool at ibexhw.com, or call us to file a claim. There is a \$60 co-pay per claim for claims that can be addressed during normal business hours, and a \$120 co-pay per claim for claims that require after-hours, weekend and holiday attention.

iBex does not cover:

- Failures that happen for any reason other than normal wear and tear
- Secondary damage
- Pre-existing repairs or damage
- Accessing a needed repair behind an obstacle

If a unit is deemed non-repairable by an iBex contractor, we will attempt to match the item being replaced with an item of similar features, but we are not obligated to match for color, dimensions or manufacturer name brand. iBex reserves the right to determine when a cash-out is available. A cash-out payment may be granted in cases where parts are no longer available, the homeowner chooses to use a non-iBex contractor, or a homeowner chooses to repair the item themselves.

The limit paid out for appliances is three thousand dollars; for electrical is two thousand dollars; for central air conditioner is two thousand five hundred dollars; for forced air furnace is two thousand five hundred dollars; for interior plumbing is two thousand dollars; and for garage door is one thousand dollars.

ARBITRATION

In the event the parties are not able to resolve any dispute between them arising out of or concerning these Terms and Conditions, or any provisions hereof, whether in contract, tort, or otherwise at law or in equity for damages or any other relief, then such dispute shall be resolved only by final and binding arbitration pursuant to the Federal Arbitration Act, conducted by a single neutral arbitrator and administered by the American Arbitration Association, or a similar arbitration service selected by the parties, in a location mutually agreed upon by the parties. The arbitrator's award shall be final, and judgment may be entered upon it in any court having jurisdiction. In the event that any legal or equitable action, proceeding or arbitration arises out of, or concerns, these Terms and Conditions, the prevailing party shall be entitled to recover its costs and reasonable attorney's fees. The parties agree to arbitrate all disputes and claims in regard to these Terms and Conditions or any disputes arising as a result of these Terms and Conditions, whether directly or indirectly, including tort claims, that are a result of these Terms and Conditions. The parties agree that the Federal Arbitration Act governs the interpretation and enforcement of this provision. The entire dispute, including the scope and enforceability of this arbitration provision, shall be determined by the Arbitrator. This arbitration provision shall survive the termination of these Terms and Conditions.

CLASS ACTION WAIVER

Any arbitration under these Terms and Conditions will take place on an individual basis; class arbitrations and class/representative/collective actions are not permitted. THE PARTIES AGREE THAT A PARTY MAY BRING CLAIM AGAINST THE OTHER ONLY IN EACH PARTY'S INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PUNITIVE CLASS, COLLECTIVE AND/OR REPRESENTATIVE PROCEEDING, SUCH AS IN THE FORM OF A PRIVATE ATTORNEY GENERAL ACTION AGAINST THE OTHER. Further, unless both parties agree otherwise, the arbitrator may not consolidate more than one party's claims, and may not otherwise preside over any form of a representative or class proceeding.



Number of goat puns included in this brochure? It's goat to be at least a dozen.



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