



IT'S ABOUT WHAT WE DO COVER

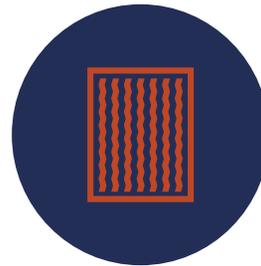
📺 📞 💬 | [ibexhw.com](http://ibexhw.com) | 208-801-7001

Treasure Valley

# WHY CHOOSE iBEX?



#1 PRIORITY:  
COMMUNICATION



FREE FURNACE  
FILTERS



LOCALLY OWNED  
& OPERATED

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**\$500\*** ONE PLAN,  
LESS CONFUSION,  
MORE COVERAGE



ZEE

PRESTON

ADAM

CHRISTINA

CHAD

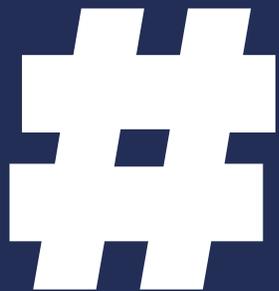
ANDREW

CHARLOTTE

MASON

HOOFER





**G**reatest  
**O**f  
**A**ll  
**T**ime

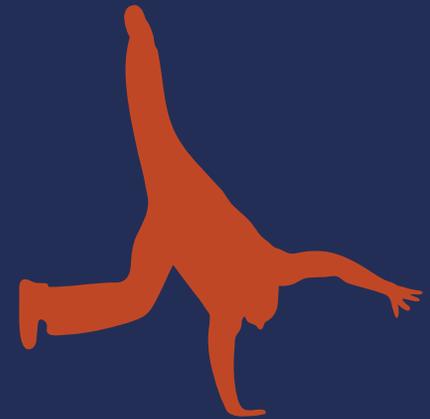


**1162**  
iBex team combined weight



**27**

record number  
of chicken wings  
consumed by Adam  
in one sitting



**12**

number of  
consecutive  
cartwheels Andy  
has performed

**10**

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



years combined industry experience

5



service you can expect



number of adoring Christina fans



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!

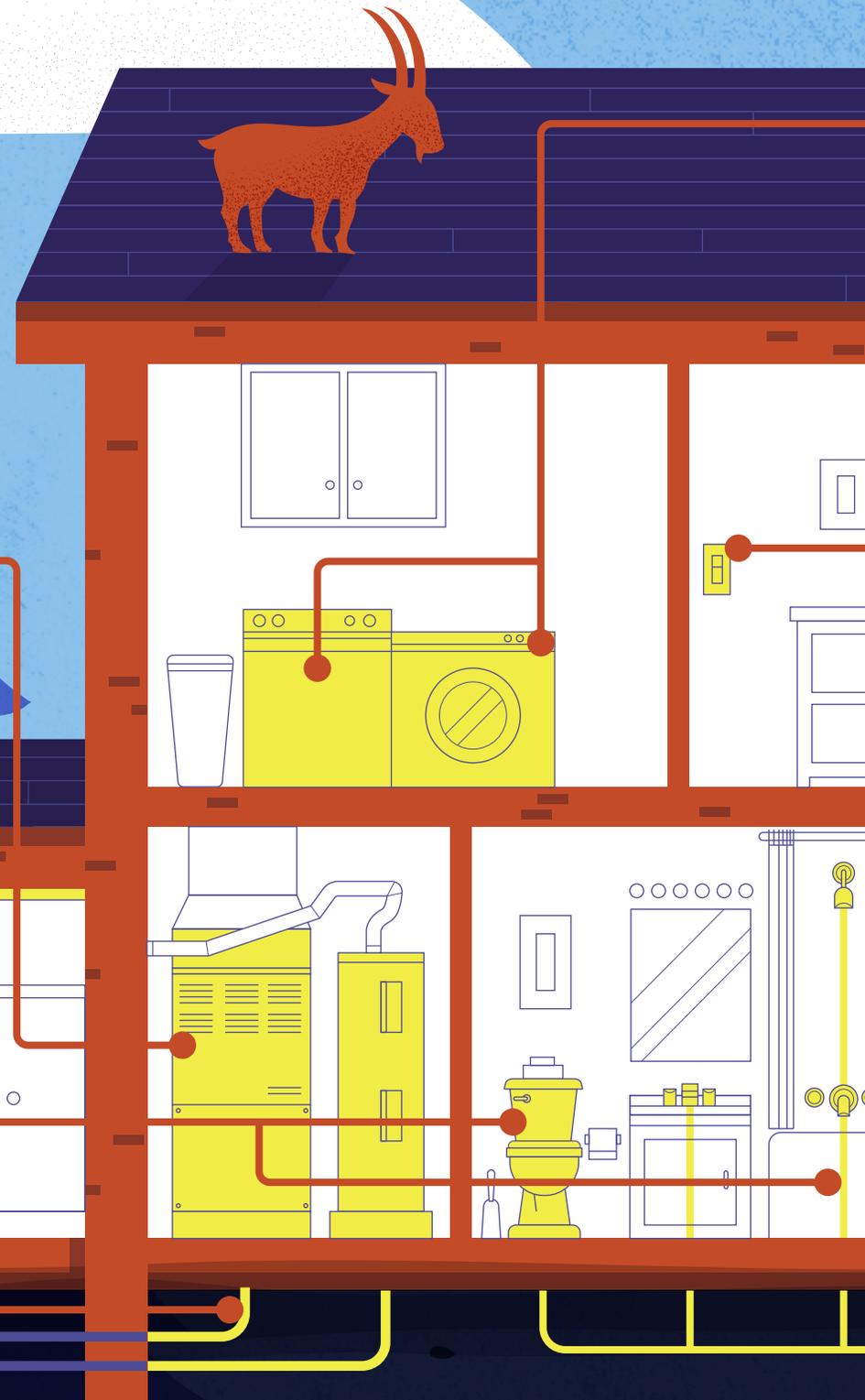
iBex Home Warranty offers coverage for six major systems within a home. These systems are covered for failures resulting from normal wear and tear, during the warranty term. (see following pages for details)

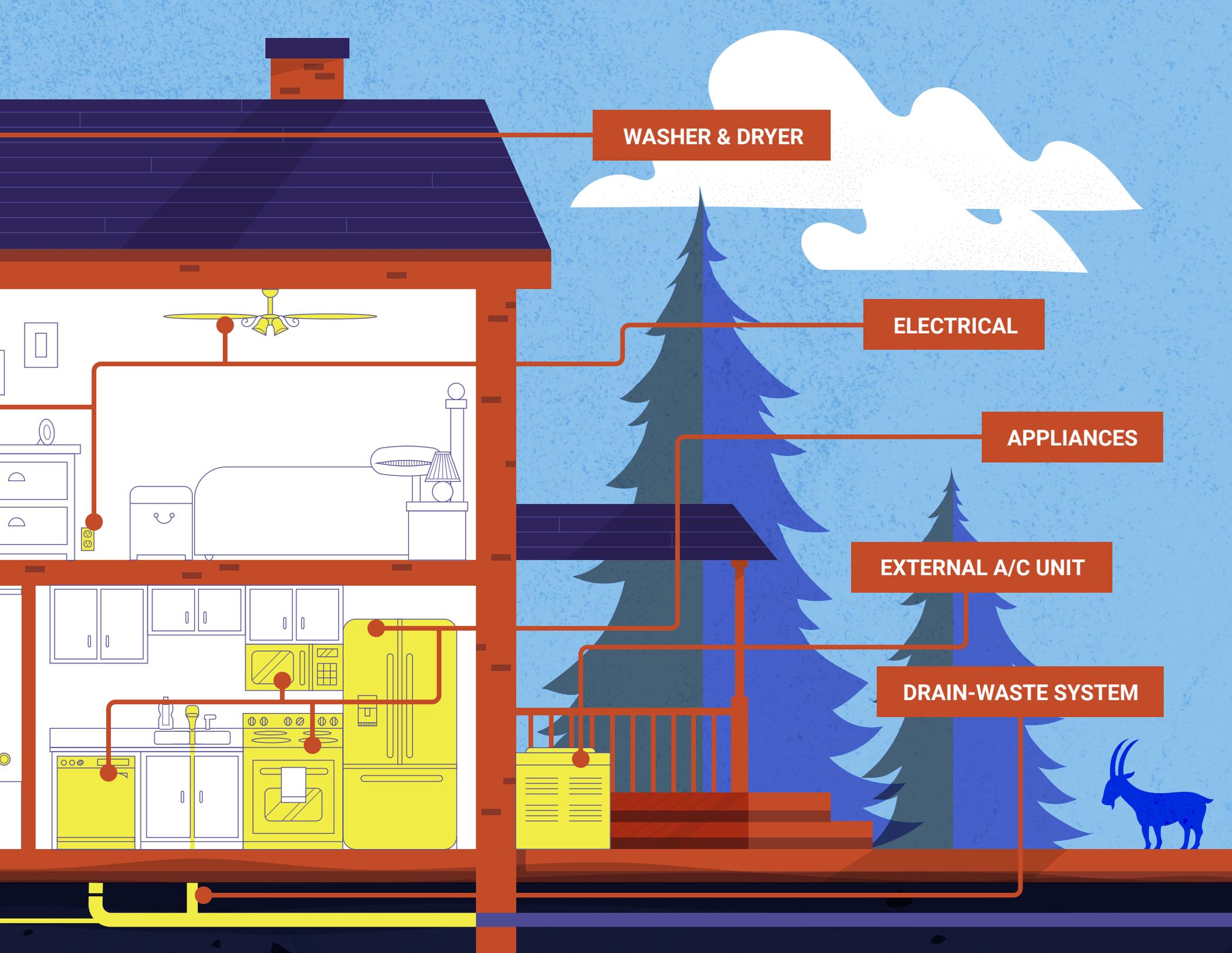
**FORCED-AIR FURNACE**

**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.

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## 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



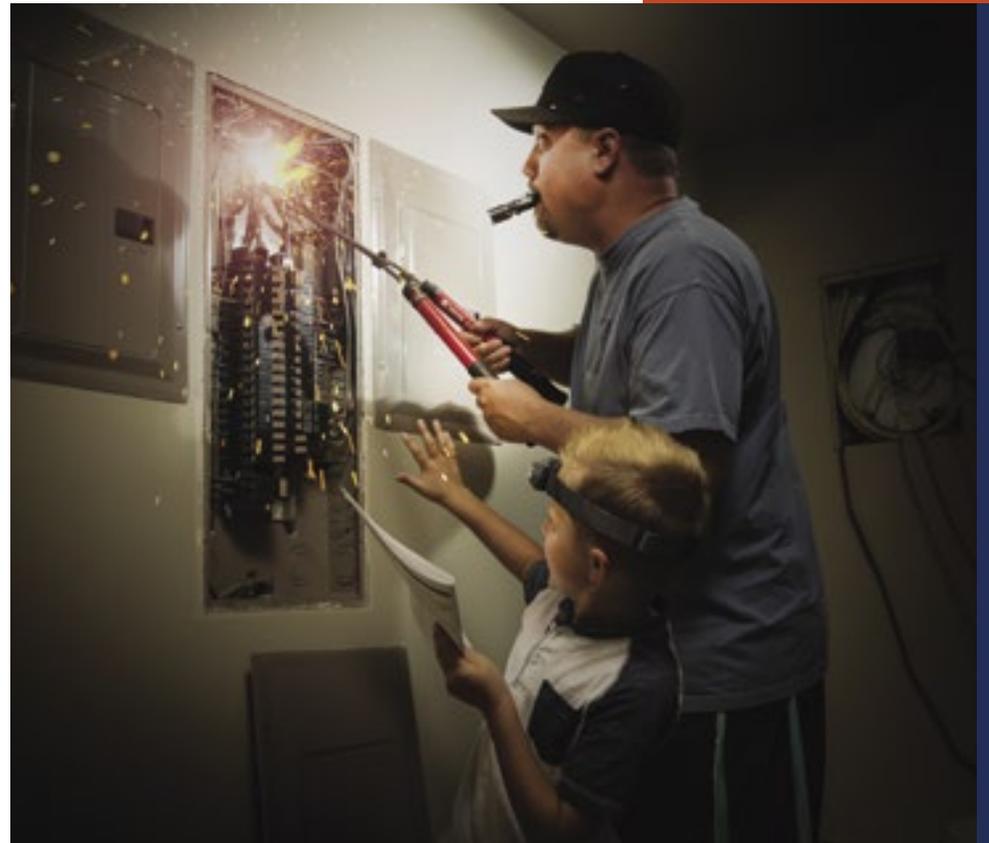


# ELECTRICAL

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.

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- ✓ Primary breaker or fuse panel mounted on and within the main foundation walls
- ✓ Interior power supply wiring
- ✓ Standard switches mounted on and within the main foundation walls
- ✓ Standard outlets mounted on and within the main foundation walls
- ✓ Bathroom exhaust fans
- ✓ Standard doorbells







# CENTRAL DUCTED 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.

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





# CENTRAL DUCTED 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.

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- ✓ Pre-season tune-up
- ✓ Control thermostat
- ✓ Natural gas or propane forced-air furnace
- ✓ Condensate drain pump
- ✓ Four free furnace filters

*Available sizes:*

- 14 x 20 x 1
- 16 x 20 x 1
- 20 x 20 x 1
- 14 x 25 x 1
- 16 x 25 x 1
- 20 x 25 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 WITHIN MAIN FOUNDATION WALLS

- ✓ Water supply lines within main foundation walls
- ✓ Main water shut-off valve
- ✓ Water main pressure regulator
- ✓ Primary water heater, both tank and tankless models, for the purpose of heating the main supply of culinary water for consumptive use for the whole home
- ✓ Expansion tank
- ✓ Standard shut-off valves
- ✓ Exterior hose bibs mounted on main foundation wall
- ✓ Standard Faucets: bathtub, shower, bathroom and kitchen
- ✓ Standard toilets

## DRAIN-WASTE SYSTEM WITHIN MAIN FOUNDATION WALLS

- ✓ 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 WITHIN MAIN FOUNDATION WALLS

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





# ATTACHED 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
- ✓ Tennis ball hanging by a string





## CONTACT US

**Hours:** Mon–Fri, 9 A.M. to 5 P.M.    **Email:** info@ibexhw.com  
**Call/Text:** 801-731-4239                **Web:** ibexhw.com

## WARRANTY PURCHASE INFO

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

- An iBex Home Warranty can be purchased only as part of a real estate transaction. Documentation may be required.
- \$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.
- One year to a human is like 18 years to a goat. All warranty terms are for one human year (18 goat years), and become effective when payment is processed, and expire one human year (18 goat years) later.
- iBex reserves the right to deny a warranty purchase.
- The warranty belongs to the property address and can be transferred to a new owner with approval from iBex.
- To cancel a warranty (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 warranty year.
- Warranty holders that complete a full year of coverage may have the option of purchasing an additional year of coverage. Restrictions may apply, and pricing may vary based on previous usage.

## REPAIR REQUEST & CLAIM INFO

Goat a problem you want us to address? Use the online repair request tool at [ibexhw.com](http://ibexhw.com), or call us to file a claim. We are available 24/7.

For claims that can be serviced during normal business hours there is a \$60 copay required. For claims that require after-hours, weekend, or holiday service the copay is \$120.

Coverage is determined at the time of service, and only by an authorized and approved iBex contractor. Copays are required and non-refundable, regardless if a claim is determined to fall outside of coverage.

Goat more than one problem? Additional unrelated problems require opening an additional claim, and paying the associated copay.

### iBex does not cover:

- Failures that happen for any reason other than normal wear and tear
- Secondary damage
- Accessing a needed repair behind an obstacle
- Reimbursement for repairs done outside claim filing procedure outlined above
- Pre-existing failures, failures that occur due to improper maintenance, improper installation, or improper repairs.

It is homeowners responsibility to provide proof that covered items are in proper working condition at the time of the warranty start date.

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.

iBex can cancel the warranty with 10 days notice if a payment is missed and 30 days notice due to material misrepresentation. In the event you threaten to harm or actually harm the safety or well-being of: (i) iBex Home Warranty; (ii) any employee of iBex Home Warranty; (iii) a Service Contractor; or (iv) any property of iBex Home Warranty or the Service Contractor, you will be in breach of this warranty. In the event you breach this or any other obligation under this warranty, iBex Home Warranty may refuse to provide service to you and may cancel this warranty.

iBex Home Warranty will not be liable for delays or errors occurring by reason of circumstances beyond its control, including but not limited to acts of civil or military authority, national emergencies, work stoppages, fire, flood, catastrophe, acts of God, insurrection, war, goat zombies, riot, or failure of communication or power supply. In such circumstances iBex shall take reasonable steps to minimize service interruptions but shall have no liability with respect thereto.

## **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 warranty, 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.

## **NOTICE TO CONSUMER**

This service warranty is subject to limited regulation by the Utah Insurance Department. To file a complaint, contact the Utah Insurance Department. iBex Home Warranty is a division of APA Properties LLC. Coverage afforded under this warranty is not guaranteed by the Property and Casualty Guaranty Association.



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



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