



### IT'S ABOUT WHAT WE DO COVER

📺 📞 🗨️ | [ibexhw.com](http://ibexhw.com) | 801-731-4239

### GOING GREEN

We're going **digital** with our brochures, saving:



51,000 gallons of water consumed during paper production



285 feet of paper (stacked)



191,000 miles not driven on Utah roads to deliver brochures

**\$700\***



**One Plan  
More Inclusions  
Less Confusion**



\*See pages 19 for details.

# #

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



# 1728

iBex team combined weight



# 60

years combined industry experience

# 5

★★★★★  
service you can expect

# 27

record number of chicken wings consumed by Adam in one sitting



# 12

number of consecutive cartwheels Chad has performed

# 1,000,000

number of adoring Christina fans

# 14

second phone call average pickup time

# 6

major systems covered by iBex



# 87

Chad's highest bowling score (with bumpers)

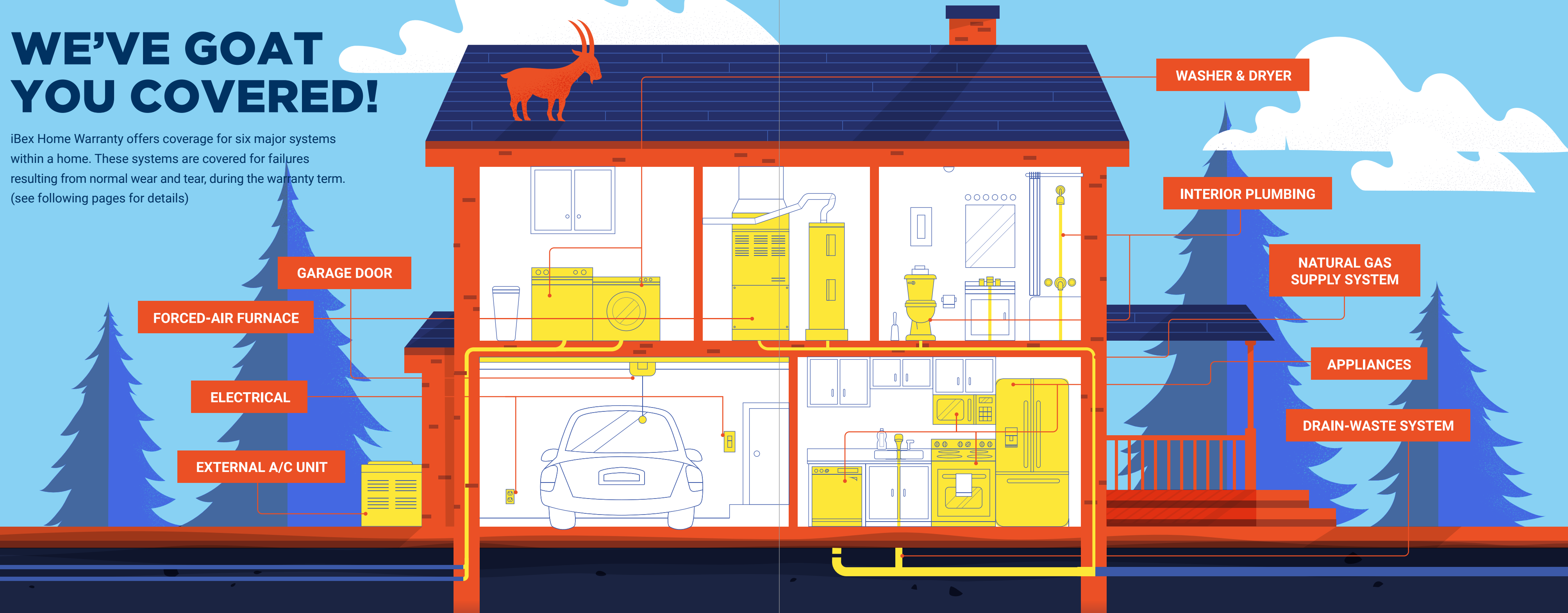


# 3

Preston's placement at the neighborhood pole vault competition

# 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)





# 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'S APPLIANCES

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

## PRIMARY LAUNDRY ROOM'S 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





# 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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## STANDARD TYPE CENTRALLY DUCTED AIR CONDITIONING SYSTEM

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





## 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.

### STANDARD TYPE CENTRALLY DUCTED FORCED-AIR FURNACE

- ✓ Control thermostat
- ✓ Natural gas or propane forced-air furnace
- ✓ Condensate drain pump





# 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
- ✓ Main water pressure regulator
- ✓ Primary, standalone, standard style water heaters, both tank and tankless models
- ✓ Water heater expansion tank
- ✓ Standard individual water supply shut off valves
- ✓ Exterior hose bibs mounted on main foundation wall
- ✓ Standard Faucets: bathtub, shower, bathroom and kitchen
- ✓ Standard toilets

## SEWAGE DRAIN SYSTEM WITHIN MAIN FOUNDATION WALLS

- ✓ Drain fixtures and pop-up assemblies
- ✓ Garbage disposal
- ✓ Drain pipes within the foundation walls
- ✓ 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 SYSTEM

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.

- ✓ 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

**Phone:** 801-731-4239

**Web:** ibexhw.com

**Toll Free:** 855-937-4239

## WARRANTY PURCHASE INFO

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

- An iBex Home Warranty can be purchased only when included in a real estate purchase transaction.
- \$700 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 on the closing date, once payment is received. Payment must be received within 14 days of closing.
- 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 apply, and pricing may vary based on previous usage. iBex will contact you if you are eligible to renew.

## REPAIR REQUEST & CLAIM INFO

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

Each failure requires opening a separate claim. For claims that can be serviced during normal business hours there is a \$85 copay required. For claims that require after-hours, weekend, or holiday service the copay is \$170.

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

All repairs are warrantied for 30 days from the claim start date. A policy must remain active for a repair to be warrantied.

### iBex does not cover:

- Any item not listed specifically in our coverage list
- 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.

iBex may use your contact information provided to contact you regarding policy coverage, claims, renewal options, and other marketing. This may come in the form of phone calls, text messages, emails and mail. If you would like your information removed from our database, please contact us and we will do so.

## 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 or 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.*



**TO ORDER A WARRANTY, PLEASE VISIT US ONLINE AT [IBEXHW.COM](http://IBEXHW.COM), OR FILL OUT THE WARRANTY FORM BELOW:**

Buyer(s) First Name:		Last Name(s):	
Buyer(s) email:			
Buyer(s) phone number(s): (     )		(     )	
Address:			
City:		State:	Zip:
Mailing address: (if different from property address)			
Address:			
City:		State:	Zip:
Title Company (if applicable):			
Escrow Officer (if applicable), First Name:		Last Name:	Phone:
			Email:
Real Estate Company (if applicable):			
Real Estate Agent (if applicable), First Name:		Last Name:	Phone:
			Email:
Plan Selection:	Residential single-family homes up to 5000 square feet.	<input type="checkbox"/> Over 5,000 square feet? Please call for a custom quote.	
Total Price:			
Estimated Closing Date (if applicable):		Today's Date:	
Please sign and return to iBex: Department 367, P.O. Box 30015 Salt Lake City, UT 84130		Signature:	



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