

Professional Installation Terms and Conditions

Installation of your new ecobee thermostat are provided by CARRIER Corporation, a Delaware corporation or its selected Dealer (collectively, your “Installer”). By participating in the professional installation, you agree to the following:

Home-owner and Installer Responsibilities

1. You agree to share your contact details with your Installer for the purpose of scheduling your professional installation. The Installer will contact you directly to schedule your appointment. Scheduling will be done using a third party platform, Dispatch.me. Use of Dispatch.me will be in accordance with its standards Terms of Use.
2. Installer agrees to complete a standard thermostat installation (“Standard Install”) which includes: (i) removal of your old thermostat , (ii) installation of either (1) ecobee 4 or (1) ecobee 3 lite thermostat (as per your ecobee purchase), (ii i) installation of supplied power extender kit (PEK) if required , (iv) testing your new ecobee thermostat for proper function after installation, (v) connecting your new ecobee thermostat to your Wi – Fi network, and (vi) providing customer instructions for proper use.
 - a. If the professional installation requires work beyond a Standard Install including but not limited to installing an additional thermostat or running new thermostat wires, then Installer may work with you to determine a reasonable price for these additional services. The Installer will negotiate these additional transactions direct with you. If you do not agree to these additional services, a Standard Install may not be completed. See below, for details regarding refunds of your installation purchase.
 - b. Installer is free to offer additional services to you, including but not limited to (i) maintenance agreements, (ii) repair services, and (iii) home comfort solutions.
3. Installer may choose to add your ecobee thermostat its its Connected Contractor Portal to provide additional remote maintenance and support services. Through participation in the Connected Contractor Portal, Installer may gain access to your Personal Information, which may include names, email addresses, phone numbers, and addresses. Installer will collect, maintain, and disclose this information only in compliance with all relevant laws and the Installer Privacy Policy. Your Installer will provide details on its Connected Contractor Portal and how you can continue or discontinue your participation therein.
4. Your installer has agreed to have and maintain (and shall cause that each of its relevant employees and agents has and maintains) an active contractor license, or meet such other applicable state requirements, as required by each state in which it does business. Installer is responsible for compliance with all federal, state, and local laws, codes,

regulations, rules, and orders to maintain all necessary licenses, permits, and certifications. Your Installer is an independent contractor. ecobee makes no warranties or representations regarding the Standard Install or the Installer beyond what is described here.

Scheduling and Refunds

5. ecobee provides its standard 30 day money - back guarantee from the date of purchase for its ecobee thermostat(s) and the Standard Install option. You may schedule (or reschedule) your Standard Install to occur after the 30 day window.
 - a. You may cancel your Standard Install within the first 30 days, but no less than 24 hours BEFORE their scheduled installation time, and receive a full cash refund.
 - b. If you cancel your Standard Install within the first 30 days, but within 24 hours of your scheduled installation time or at their scheduled installation will receive a cash refund of 50% of your installation purchase.
 - c. After 30 days, OR after the installation has been successfully completed, you are not eligible for a refund on your installation purchase.

6. In the event you miss your scheduled appointment date, you will receive one opportunity to reschedule your Standard Install with Installer . The Installer will contact you directly to reschedule your new appointment.