

Best Value Guarantee Claim Form

We guarantee that the Simply Complete program offers the best overall value in oil delivery and HVAC home comfort services available on the market.

If you find a competitor that provides all of the services and guarantees listed below for a lower total cost over the heating season than we provided with our Simply Complete program, complete and return this claim form to our office. We will then credit your account the difference PLUS 10% to be used against your future purchases.



NAME: _____
ADDRESS: _____
PHONE: _____

ACCOUNT #: _____
EMAIL: _____

Cost of Oil Deliveries

Gals.

Simply Complete Wholesale Price

Competitor Price

Delivery #1 Date:

Delivery #2 Date:

Delivery #3 Date:

Delivery #4 Date:

Delivery #5 Date:

Total Cost of Heating Oil

HVAC Services

Simply Complete

Competitor Price

Heater Preventive Maintenance

Yes

Heater 24/7 Repair Coverage

Yes

AC Preventive Maintenance

Yes

AC 24/7 Repair Coverage

Yes

Hot Water Heater Preventive Maintenance

Yes

Hot Water Heater 24/7 Repair Coverage

Yes

TankGuard™ Coverage

Yes

Our Guarantees

Simply Complete

Competitor Price

Best Value Guarantee

Yes

Wholesale Price Guarantee

Yes

100% 60 Day "We Missed It Guarantee"

Yes

"No Run Out" Guarantee

Yes

"No Spill" Guarantee

Yes

Fees

Simply Complete

Competitor Price

Simply Complete Fee

Simply Complete

Competitor Price

Total Cost



Gas Heat
 Oil Heat
 Central Air
 Service Plans
 Hybrid Systems
 Geo-Thermal
 Installations

Call today 302-656-5110 or 800-756-5110
 or visit BurnsAndMcbride.com/SimplyComplete

Terms and conditions apply. Call or visit our website for complete details.

Simply Complete Program Guarantees



Best Value Guarantee

I want to know I got the best overall deal possible – and I am not an oil and HVAC expert.

- We guarantee that Simply Complete offers the best overall value in oil/HVAC home comfort available on the market.
- If you can match our complete offering for less – we will credit your account the difference PLUS 10% to be used against your future purchases.



Wholesale Price Guarantee

I want to pay the lowest price possible for my oil.

- We guarantee that with Simply Complete you will pay the SAME price for oil that we do.*
- Wholesale heating oil prices are routinely monitored during the heating season by the Energy Information Administration. You can verify our pricing by going to their website: http://tonto.eia.doe.gov/dnav/pet/pet_pri_wfr_dcus_R1Y_m.htm

* Based on our cost of acquisition plus minimal shipping and handling costs, and customer payment using our Terrific 10 discount plan.



Complete Preventive Maintenance and Repair Coverage

Relax, and know your HVAC and heating maintenance systems are maintained on a regular schedule, by trained Burns & McBride professionals.

Program includes:

- The job done right the first time
- 15% discount on any required parts/labor
- Two annual preventive maintenance visits – one for your heater and the second for your A/C system
- 100% 60-Day “We Missed It” Guarantee
- On-time service
- 24/7 emergency service
- Transferable agreements
- Report on home equipment
- Repair assurance



TankGuard™ Guarantee

I don't want to worry about the cost of replacing my oil storage tank.

- Simply Complete customers don't have to worry about this.
- If your tank needs to be replaced, we will replace and remove your old tank* – as well as transfer any available oil – at no cost to you.
- Burns & McBride has installed thousands of tanks over the past 60 years – we know how to do it – and do it right.

* This plan does not cover underground tanks, acts of God, loss of oil or environmental damages. Please review of Terms and Conditions for complete program details.



“No Run Out” Guarantee

I want to KNOW that I'll always have oil in my tank.

- We guarantee it – and back it up with a free tankful of oil if you should run out of oil due to our error.
- We can do this because of our state-of-the-art scheduling software and fleet of company owned and operated delivery trucks.



“No Spill” Guarantee

I want to NEVER have an oil accident on my property due to a careless delivery.

- We guarantee this will not happen – and back it up with a \$200 credit to your account if a spill should occur due to our error.
- We can provide this guarantee because our delivery technicians are trained, monitored and rewarded for making clean deliveries to homeowners.



100% 60-Day “We Missed It” Guarantee

I would hate it if my equipment needed repair after the technician said it was fine.

- We guarantee that if our technician's maintenance visit misses a necessary repair – we will return to fix it – at no cost to you, for sixty days from the date of the original repair call.



Gas Heat
Oil Heat
Central Air
Service Plans
Hybrid Systems
Geo-Thermal
Installations

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or visit BurnsAndMcbride.com/SimplyComplete

Terms and conditions apply. Call or visit our website for complete details.