



Notice

December 5, 2014
REVISED November 11, 2015

Please note a change to our Residential Water Heater Return Process. As of December 8, 2014, you will no longer be required to obtain a Removal Reference Number. Reliance Home Comfort will accept valid agency agreements in any form from competitors seeking to effect returns on behalf of our customers. An agency appointment is valid if it includes each of the following items:

1. The name, address, account number and signature of the account holder;
2. The name, address and signature of the agent;
3. An authorization for the agent to act on behalf of the account holder;
4. The date the account holder received a written copy of the agreement for the supply of a water heater from the agent;
5. The process by which the account holder or agent may terminate the agreement;
6. Date of agency agreement and its effective date; and
7. A statement confirming that the agency agreement is valid subject to Reliance being notified of the agent's appointment within seven (7) days of the earlier of the new water heater supply agreement with the account holder or the agency agreement.

A sample agency agreement can be found on our website at www.reliancehomecomfort.com/Pages/returns.aspx. The agency agreement must be submitted prior to returning the water heater and may be done by email, facsimile, or by direct mail

Email: whreturns@reliancecomfort.com

Fax: 1-855-324-4324

Mail: Agency Agreement, Reliance Home Comfort, 600 Jamieson Parkway Unit 4, Cambridge Ontario N3C 0A6

Please note that as of January 1, 2015, if you are seeking to return a rental water heater belonging to Reliance on behalf of a customer, you will only need to provide a valid agency agreement.

If you would like to be added to our email list, or for any other questions regarding water heater returns, please email us at whreturns@reliancecomfort.com.

Sincerely,

Reliance Home Comfort
www.reliancehomecomfort.com