

**LENNOX INDUSTRIES INC. (“LENNOX”)
CUSTOMER ACKNOWLEDGMENT**

1. By signing below, I certify, represent and warrant as follows: I have agreed to purchase a Premier Assurance™ Package directly from my participating dealer (the “Dealer”). I understand the Premier Assurance™ Package consists of: (1) Lennox-manufactured HVAC Equipment (the “Covered Equipment”) and third-party accessories (the “Covered Accessories”); (2) installation of the Covered Equipment and the Covered Accessories by the Dealer; (3) an extended service agreement and a maintenance agreement, both underwritten by an affiliate of American International Group (“Service Net”); and (4) a third-party certification of high-performing energy efficient homes issued by PLS, Inc. d/b/a Pearl Home Certification, Inc. (items (3) and (4) collectively, the “Bundle”). I have been afforded an opportunity to review and/or have reviewed the terms and conditions applicable to the Premier Assurance™ Program and the Premier Assurance™ Package I purchased available at: <https://www.lennox.com/owners/assistance/warranty>. By purchasing the Premier Assurance™ Package, I am agreeing to those terms and conditions.
2. When the Dealer presented each Premier Assurance™ Package to me, I was also presented an optional package consisting solely of the Covered Equipment and the Covered Accessories and the cost for the Dealer to install that equipment (that is, not including the Bundle). I understand that I am under no obligation to purchase the Bundle and that I can purchase the Covered Equipment and the Covered Accessories, and have that equipment installed by the Dealer, without having to purchase the Bundle or the Premier Assurance™ Package.
3. The Dealer offered to sell me the Premier Assurance™ Package(s) for cash or credit. The price quoted for both a cash purchase and a credit purchase was the same (excluding any interest or other financing charges).
4. Before purchasing a Premier Assurance™ Package, I was informed as follows: The Covered Equipment I am purchasing may qualify for Warranty Your Way, which, subject to its terms and conditions, would permit me to obtain certain labor coverage at no additional cost. I was informed that I cannot obtain labor coverage under both Warranty Your Way and through a Premier Assurance™ Package. If I elect to purchase a Premier Assurance™ Package and my Covered Equipment qualifies for Warranty Your Way, I understand and agree that I can only select the extended parts coverage under Warranty Your Way and that the labor coverage will not be available to me.
5. Before purchasing the Covered Equipment, the Covered Accessories, the Bundle, and/or the Premier Assurance™ Package, I was informed and understood that: (1) Lennox is not a party to my purchase contract; and (2) Service Net (and not Lennox) is the entity administering and responsible for the extended service agreement and maintenance agreement that I purchased as part of the Premier Assurance™ Package.

I understand and agree that Lennox has no duties, obligations, or liabilities arising out of or relating to the extended service agreement and maintenance agreement I am purchasing as part of the Premier Assurance™ Package.

6. I expressly consent to the collection and processing of my personal information by Lennox. I further represent and agree that I affirmatively and expressly authorize Lennox to share the information collected by my Dealer or Lennox with third parties as it deems appropriate in accordance with its Privacy Policy. Depending on my jurisdiction, I understand I may be entitled to applicable rights, including rights of access, rectification, or erasure, or to revoke my consent at any time.¹

IN WITNESS WHEREOF, this Customer Acknowledgment has been duly executed and delivered by the undersigned as of the day of , 202_.

Customer

¹ Please note, though, that revocation of consent may result in Lennox's inability to continue to provide the associated services. For additional information, including our contact information, an explanation of applicable rights, or procedures for submitting privacy-related inquiries, please refer to our privacy policy accessible on our website at: <https://www.lennoxinternational.com/>.