



HEATING PLUMBING AIR CONDITIONING

378 Route 130

Sandwich, MA 02563

## MassSave Rebate Policy and Procedure

This letter is to explain MassSave rebate policy and procedure, as well as High Efficiency's roll for the assistance in helping process the rebates on the client's behalf.

### ***Customer Responsibilities***

- Customer is responsible to provide High Efficiency with all rebate forms filled out properly and signed in proper areas.
- Customer is responsible to provide High Efficiency with all required utility documentation needed for processing rebates per MassSave
- Customer is responsible for informing High Efficiency of any communications between the customer and MassSave regarding any problems or concerns that may arise, if the customer needs High Efficiency's assistance in resolving the issue.

### ***High Efficiency Responsibilities***

- High Efficiency's responsibility is to process the rebate paperwork on behalf of the customer in a timely and accurate manner. We will send to MassSave, via their online portal, all appropriate and required paperwork on the customer's behalf with a cc to the customer. Once this is submitted,  
ALL FUTURE COMMUNICATION IS BETWEEN THE CUSTOMER AND MASSSAVE
- High Efficiency is not responsible for any payment or reimbursement of a rebate.
- High Efficiency makes no claims, promises, or guarantees about the accuracy, completeness, or adequacy of MassSave in the performance or timeframe of this process, and expressly disclaims liability for any errors or omissions on MassSaves' behalf.
- High Efficiency will be glad to assist the customer with any issues, or situations that may arise between them and MassSave, with the understanding that we are not responsible financially or, in any way, for any circumstances that may arise between the customer and MassSave.

### ***MassSave Responsibilities***

- Once the rebate forms and the appropriate accompanying paperwork is received, MassSave takes approximately 6-8 weeks to scan a rebate into their system and create a customer profile.
- **MassSave can and will change this timeframe. High Efficiency is not responsibility for any change to this time frame.**
- It takes an additional 2-3 weeks to look at the form and verify the information submitted.
- Checks are cut in bulk and only once per month. This will affect the timeframe in which a check is finally mailed to the customer.
- All communications and responsibilities strictly lie between MassSave and you, the customer, once High Efficiency submits the documentation.

**Please sign and date both forms, keep one and return the other**

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Customer Signature

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Date