



ACFlush Performance Guarantee & Refund Policy

1. Performance Guarantee

When the onboarding training and workflow are followed, ACFlush is intended to become a repeatable repair within normal service and repair calls.

Performance expectations and timeframe are defined in your proposal and based on your actual workflow.

Consistent results depend on:

- Identifying appropriate systems
 - Presenting the repair as a corrective solution
 - Following the in-call workflow provided during training
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2. Implementation Support

ACFlush includes direct rollout support.

You will have a designated support contact working with your internal team leader during implementation to help normalize the repair within your existing service process until your team is consistent and comfortable.

3. Refund / Repurchase Commitment (100% Risk Reversal)

If the agreed performance expectations are not met within the defined timeframe, EnviroTemp will repurchase all unopened ACFlush products.

Unopened means unused product in original sealed, resalable condition.
No restocking fees or penalties apply.

4. Eligibility Requirements

For the guarantee to remain measurable:

- Targets and timeframe are documented in the proposal
 - Training has been completed
 - A team contact is assigned
 - Basic operational visibility is available to confirm results
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5. Return Process

1. Written notice is provided
 2. Inventory eligibility is confirmed
 3. Return instructions are issued
 4. Refund or credit is processed
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6. Scope

This policy applies only to ACFlush products purchased through authorized channels and covers unopened, resalable inventory only.