

FREQUENTLY ASKED QUESTIONS

Q: What is your new legal name and where can I find supporting documentation?

A: HB Jaeger LLC became ICONIX Waterworks (US) Inc. when ICONIX changed its name in May 2019. If you require a letter outlining our legal name change, please contact us at inquiries@iconixww.com

Q: Why is HB Jaeger changing its trade name to ICONIX Waterworks?

A: Due to the more recent changes in ownership in 2018 (the acquisition of CORIX Water Products by the Deschênes Group) and the subsequent name change of CORIX Water Products to ICONIX Waterworks in May 2019, the company felt it was time to make the switch.

Now, as a proud subsidiary of the Deschênes Group, a private and family-owned company, our transition to the ICONIX trade name links us to our family and better reflects our business and service offerings.

Q: Where and who do I send my payments to?

A: Please continue to send your payments to the address below:

ICONIX Waterworks (US) Inc.
PO Box 1516
Snohomish, WA 98291

Updates to the payee names for our online banking name, Electronic Funds Transfer instructions, and Chase Paymentech terminals are in the process of being updated. There will be a period of time where our HB Jaeger name will be acceptable to the Harris and Bank of America until the updates are complete.

Q: Are there changes to your Tax Identification or W9 number?

A: Our tax identification number has not changed.

Q: Do I need to supply a new tax certificate if my purchases are exempt?

A: No, a new tax certificate is not required.

Q: Will I need to complete a new credit application?

A: No, a new credit application is not required.

Q: Do you have updated Terms and Conditions of Sale?

A: Our Terms and Conditions have only been updated to reflect our new name. Download a copy:

<http://www.iconixww.com/united-states/terms-and-conditions-of-sale/>

Q: Who should I contact for additional questions or concerns regarding my account?

A: Please continue directing any inquiries to your Customer Financial Services Representative or your Account Manager.

Please note that our new email format is firstname.lastname@iconixww.com.

e.g. cfs.group@iconixww.com; john.smith@iconixww.com
