

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 do I send invoices and statements?

A: Please send your invoices to our new email address at ap.usa@iconixww.com or to the address below:

ICONIX Waterworks (US) Inc.
PO Box 2474
Snohomish, WA 98291

Q: Who do I contact regarding past due invoices?

A: Please direct any inquiries to our Accounts Payable team at ap.usa@iconixww.com

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

A: Our tax identification number has not changed.

Q: Do you have an updated tax exemption certificate with your new trade name?

A: If you require an updated tax certificate, please contact us at inquiries@iconixww.com

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

A: Our Terms and Conditions have only been updated to reflect our new trade name. Download a copy: <http://www.iconixww.com/united-states/terms-and-conditions-of-purchase/>

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

A: Please continue directing any inquiries to your Account Manager.

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

e.g. john.smith@iconixww.com
