



## **Lifetime Limited Workmanship Warranty**

www.strattonexteriors.com • 615-750-2148 • 204 Point East Drive, Nashville, TN 37216

### **Lifetime Limited Workmanship Warranty**

Stratton Exteriors (“SE”) will perform all work in a professional manner using high-quality materials and supplies, and in conformance with applicable building codes. SE warrants to the original consumer-purchaser (“Owner”) that work performed by SE will be free of defects due to workmanship for so long as the property is owned and occupied by the Owner, subject to the other terms and conditions contained in this document.

### **Sixty-Day Limited Workmanship Warranty – REPAIRS**

SE warrants to the Owner that repair work performed by SE on non-SE product will be free of defects due to workmanship for sixty (60) days from the date of purchase of such services by the Owner, subject to the other terms and conditions contained in this document.

### **How to Obtain Warranty Service**

To submit a claim, this warranty and a signed and dated copy of the original SE contract must be submitted in writing to SE. Claims must be submitted to SE promptly after discovery of the claimed defect. SE will then schedule an appointment to inspect the premises and the warranty claim within a reasonable period of time after having received the claim. If after inspection, SE determines that a valid claim exists under one or more of the warranties, SE will repair, re-install, replace, or refund the pro rata purchase price of the faulty portion of the SE service, at SE’s option. If SE determines to replace any or all product(s) and the product(s) as originally installed is no longer available, SE shall have the right to substitute product(s) deemed by SE to be of equal quality. Replacement of a component does not renew the warranty period. Color variations may exist between the replacement product and the originally installed product and are not indicative of a defective product. If, at SE’s option, a purchase price refund is conveyed to the Owner, then all warranties are terminated, and repair, replacement, or removal of SE products shall become the sole responsibility of the Owner. No warranties are valid unless and until the Owner has made full payment under the original SE sales agreement. Non-warranty calls for repair or adjustment may result in a service charge.

### **What Is Not Covered**

These warranties are granted by SE to the Owner only, and only materials purchased from and installed by SE are covered by these warranties, except as otherwise provided for herein. All warranties terminate immediately upon the change of ownership or occupancy. All warranties assume normal and reasonable use of SE products or components. Minor color or textural variations from lot to lot of products are not product or installation defects. These warranties do not cover any other damage, workmanship, or material failure including, but not limited to, damage caused by occurrences beyond the control of SE, such as settlement of the building, failure of the structure (including foundations and walls), use of incompatible accessories, removal, repair, or re-installation of any SE products or components by anyone other than SE, workmanship and materials supplied by Owner’s trade contractors, normal weathering, corrosive effects of salt, air, and chemical pollutants, normal fading, deterioration of caulking compounds and paint, fire, flood, lightning, high winds (exceeding 40 mph), windblown objects, earthquake, ice dams, icicles and/or ice storms, atmospheric conditions or weather of catastrophic nature as defined by the U.S. National Weather Service, other acts of God, intentional acts, unreasonable use or failure to provide reasonable maintenance, or damages due to or arising from the identification, detection, abatement, encapsulation or removal of mold, asbestos, lead-based products, or other hazardous substances inside or outside of the structure being improved.

### **Roofing**

SE warrants to the homeowner that the roof installation will be free of defects in workmanship. Should a failure occur due to defects in workmanship that may cause leakage or loss of shingles, SE will repair such problems, by supplying labor for as long as you own your home. The warranty items are to be repaired only by SE, and the customer must notify SE within 7 days after the problem has been discovered. SE will not be liable for roof or structural damage resulting from normal wear and tear, including but not limited to ice damage, hailstorms, and foreign objects. In addition, any fungus, bacteria, infestation, UV degradation, rust or corrosion resulting in metal or wood decay will not be covered. SE shall not be liable for any incidental, consequential, or special damages of any form. This includes damage to the interior or exterior of any building or replacement not authorized in writing or performed by SE.

### **Replacement Windows**

Please be aware that condensation on any window or patio door is the natural result of excessive moisture in the house, and does not indicate a defective product or faulty installation. Excessive condensation may even result in frost appearing on windows in very cold weather. SE is not responsible for condensation and this warranty does not apply to condensation, its causes or its effects. Please take steps to properly ventilate areas where new window products are installed for at least 48 hours after installation to avoid possible sensitivities to new products or caulking odors.

### **Exterior and Interior Wood**

Wood for exterior railings, decks, trim, siding, or stairs will include imperfections such as knots and checks and may be susceptible to cupping. Knots, checks, and cupping are normal, and removal of such imperfections is not covered by this warranty. Any wood replaced will not exactly match existing decking. Interior trim, doors, and hardwood flooring will expand and contract. This is normal. The movement may be caused by excess moisture in the home and/or seasonal movement. This is not covered by this warranty.

### **Concrete**

Hairline cracks may develop within the first year of placement. Many of these cracks can be expected during the first few weeks. The curing process causes these narrow hairline stress cracks in the surface of the concrete. SE will repair any crack exceeding 3/16” resulting from poor workmanship or use of sub-standard materials—within the first year of placement.

### **What Voids These Warranties**



### **Lifetime Limited Workmanship Warranty**

www.strattonexteriors.com • 615-750-2148 • 204 Point East Drive, Nashville, TN 37216

Installation, removal, painting, repair, adjustment, tampering, or re-installation of any SE products or components by anyone other than SE voids any and all warranties within this document, and SE expressly disclaims any liability for any costs, defects, or damages with respect to such actions.

#### **Remedies and Rights**

These warranties of SE services are the only expressed warranties provided by SE. No employee, representative, agent, nor any other person, has authority to assume or incur on behalf of SE any obligation, liability, or responsibility in place of or in addition to these warranties. IN NO EVENT SHALL THE DURATION OR ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE BE LONGER THAN THE DURATION OF OWNERSHIP AND OCCUPATION BY THE ORIGINAL OWNER OF THE HOME ON WHICH THE SE PRODUCT IS INSTALLED. EXCEPT FOR THE WARRANTY PROVIDED HEREIN SE MAKES NO WARRANTY OF ANY KIND, EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF NONINFRINGEMENT, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE. SE'S LIABILITY TO THE OWNER UNDER THIS DOCUMENT IS LIMITED TO THE AMOUNTS RECEIVED BY SE FOR SERVICES RENDERED UNDER THE SALES AGREEMENT WITH THE OWNER. SOME STATES DO NOT PERMIT ANY LIMITATIONS ON THE LENGTH OF AN IMPLIED WARRANTY, AND THEREFORE THE IMMEDIATELY PRECEDING SENTENCES MAY NOT APPLY. IN NO EVENT SHALL SE BE OBLIGATED OR LIABLE FOR INCIDENTAL, SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES OF ANY KIND FOR THE BREACH OF ANY EXPRESS OR IMPLIED WARRANTY OF SE PRODUCT OR SERVICES. SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, AND THEREFORE SOME OR ALL OF THE IMMEDIATELY PRECEDING SENTENCE MAY NOT APPLY. THESE WARRANTIES PROVIDE SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

**THESE WARRANTIES ARE NOT TRANSFERABLE.**