5-YEAR CRAFTSMANSHIP GUARANTEE

Built to Last. Backed by Credibility, Confidence, and Commitment.

INCLUDED IN OUR GUARANTEE

- **Workmanship:** Completed to the highest industry standards without material defects.
- **Repairs & Resolution:** Our team will fix or replace defective installation work at no cost to ensure it meets our company standards.
- **Adherence to Plans:** All work shall conform to the contract, including associated drawings and specifications.
- **Our Promise**: We stand behind our work by correcting any installation issues, ensuring your project is done right and built to last.

PERIOD OF COVERAGE

- **Term:** Five-year coverage begins upon substantial completion of the installation.
- **Extension:** Any qualifying repairs are covered for one year beyond the repair date if performed within the original term.

SINGLE-OWNER PROTECTION

- **Original Owner Only:** This guarantee applies exclusively to the original property owner and is not transferable**.**
- **Void Upon Sale:** If the property is sold or transferred, guarantee becomes null and void.

MANUFACTURER-SUPPLIED ITEMS

- **Third-Party Items:** This guarantee does not extend to equipment or materials supplied by third-party manufacturers.
- **Manufacturer Warranties Apply:** Any defects in these products are covered under their respective manufacturer warranties.
- **Support for Replacements:** We can assist in requesting replacements, we do not guarantee performance of third-party products.

QUALIFYING DEFECTS & CONDITIONS

- **Limited Scope:** This guarantee does not cover indirect, incidental, or consequential damages.
- **Detectable Defects Only:** Claims can be reported based on observable issues.
- **Proof of Defect:** Issue must be visible, verifiable, and must have occurred within the guarantee period.

PROPER MAINTENANCE

- **Homeowner Responsibility:** Routine maintenance is essential to protect the integrity of the work.
- **Neglect Exclusions:** The guarantee does not cover damage resulting from improper care, misuse, or lack of maintenance.

WHAT'S NOT INCLUDED

- **Normal Aging:** Natural wear, fading, surface scratches, and minor settling cracks.
- **Product Defects:** Items covered under separate manufacturer warranties.
- **Unforeseen Events:** Unauthorized alterations, or Acts of God (e.g., storms, fire, flooding).
- **Unintentional Damage:** Accidents that result in material damage – drops, spills or impacts.
- **Material Variations:** Exact matches in color, grain, or texture are not guaranteed.

SERVICE AND SUPPORT

- **Timely Notification:** Please report any issues as soon as they are discovered.
- **Complimentary Evaluation:** We'll inspect reported concerns at no charge. Free evaluation to confirm guarantee coverage.
- **Service Hours:** Repairs will be scheduled during regular business hours unless urgent.

Every detail matters. Every project is personal. That's our promise.

Please send email with photos and description of issue to justin@signaturekb.com