



Terms & Conditions

Workmanship Guarantee

New Installation & Complete Replacement: The workmanship is guaranteed for the Lifetime of the Product. The lifetime of the product is determined by the manufacturer's warranty, under normal use and with properly documented maintenance as stated by the manufacture. The labor guarantee is transferable to the next owner. Should the product fail due to workmanship within the life of the product, Roof Solutions will fix it... absolutely free.

Repair & Maintenance Work: The workmanship is guaranteed for 1-Year. Should the work fail within 1-year, we will revisit, at no additional cost, to re-inspect the work and complete additional repairs within the original scope. If the issue is beyond the original scope and a replacement or additional work is required, Roof Solutions may credit a portion of the amount paid to date for the original scope, toward the cost of replacement or additional work required.

How to Report a Claim: Contact the office by phone at 301-565-2600 or clientservices@roofsolution.com within 3 days of discovery of a defect. Roof Solutions will respond the same or next business day to schedule a technician for a site visit. If no defect covered by this guarantee is found, customer agrees to pay a workmanship inspection fee of \$199 within 30 days of invoice.

What is Not Covered: Damage from trees, extreme weather, high wind, ice dams, discoloration and algae are not covered in either warranty. Interior or exterior damage resulting from failure is not covered by either warranty.

Product Warranty

Product Warranty: Customer is eligible for all manufacture warranties as noted in the contract, and authorizes Roof Solutions to fill out, sign and submit the required paperwork on their behalf. The product warranty is transferrable as per the Product Warranty.

How to Report a Claim: Follow the product warranty to report any claim regarding product failure.

General Terms

Cancellation: You may cancel this agreement within 5 business days (7 business days if buyer is 65 or over) by calling the Roof Solutions office on 301-565-2600, stating that you do not want the services, and receiving a cancellation code. If you cancel, in the cancellation period, any deposits will be returned.

Payments: Customer agrees to pay the full cost of all approved work, upon substantial completion, unless noted on the contract. A late charge 1.5% per month will be applied toward any past due amount. A fee of 5% will apply to all credit card payments unless noted on the contract.

Disputes: In the unlikely event of any disagreement, the laws established by the State of Maryland govern the contract. Any claim should be brought exclusively in State or County Court in Montgomery County Maryland. Customer agrees to reimburse Roof Solutions for all cost incurred, but not limited to, attorney's fees, expert fees, and court cost, if Roof Solutions is the substantially prevailing party in any dispute.

Mold Exclusion: Roof Solutions has no expertise or experience regarding mold. Roof Solutions or anyone directly or indirectly associated shall not be held responsible for any damage/ injury resulting from mold, prior to or after the work.

Permit: Permits may be required for the contracted work. Unless noted on the contract, the cost to submit and secure a permit is not included. The typical permit cost is \$695 to submit, plus 3% of the contract cost. When the customer authorizes Roof Solutions to obtain a permit, Roofs Solutions will fill out, sign and submit the required paperwork on their behalf.

Unforeseen Conditions: If additional work is found during the work process, the customer will be notified. If the cost is not specified in the contact, the work will be billed at a time and material rate of \$75 per hour, plus the cost of materials.

Debris: We will protect the exterior of the building and ground from debris as best as possible. Debris can fall into attics during the work process. Please let us know if you have special landscaping to be aware of, or would like us to cover items in your attic.

Vibration: Working may cause plaster or drywall blemishes and for interior items to fall. Damage from vibration is beyond our control. We recommend turning off alarms systems. Roof Solutions cannot be held responsible for such instances.

Satellites: When replacing roofing or working around satellite dishes, movement can occur, and realignment may be needed. This is beyond the contractor's control and Roof Solutions cannot be held responsible.

HVAC Equipment: When replacing roofing under or around HVAC equipment, we will move the units, as necessary, without disconnection. If disconnection is needed, a licensed technician is required and additional charges may apply.

Material Curing: Materials and sealants may omit a slight odor or bubbles, due to off gassing. The odor will typically dissipate within a few days. Bubbles can take two weeks to smooth out. Neither of these will affect performance or warranty.

Ponding Water: Unless specifically noted, we do not guarantee against ponding water. Per NRCA, "the criterion for judging proper slope for drainage is that there be no ponding water on the roof 48 hours after a rain during conditions conducive to drying."