



SmartPlaz  
Think Smart

# Roofline Services Workmanship Guarantee

## Terms and Conditions



Together We Make a Difference

# SmartPlaz Roofline Services

## Workmanship Guarantee Terms and Conditions

### Introduction

SmartPlaz Roofline Services ("SmartPlaz") is dedicated to providing homeowners with high-quality roofing and roofline solutions. We stand behind the excellence of our workmanship and installation processes, and to demonstrate our commitment to your satisfaction, we offer the following Workmanship Guarantee options:

1. **1-Year Workmanship Guarantee:** This guarantee covers workmanship-related defect for one year from the date of installation.
2. **5-Year Workmanship Guarantee:** This guarantee covers workmanship-related defects for five years from the date of installation.
3. **Lifetime Workmanship Guarantee:** This guarantee covers workmanship-related defects for the lifetime of your installation.

Please carefully read and understand the terms and conditions of the SmartPlaz Workmanship Guarantee corresponding to your installation. It's important to note that the Workmanship Guarantee applies specifically to Workmanship-related issues arising from the installation process.

### Scope of Coverage

#### 1-Year Workmanship Guarantee:

The 1-Year Workmanship Guarantee covers the following:

- Workmanship-related defects arising from the installation process
- Call out charges
- Defects directly resulting from the actions of SmartPlaz technicians.

#### 5-Year Workmanship Guarantee:

The 5-Year Workmanship Guarantee covers the following:

- Workmanship-related defects arising from the installation process.
- Call out charges
- Defects directly resulting from the actions of SmartPlaz technicians.

#### Lifetime Workmanship Guarantee:

The Lifetime Workmanship Guarantee covers the following:

- Workmanship-related defects arising from the installation process
- Call out charges.
- Defects directly resulting from the actions of SmartPlaz technicians.

## Exclusions

The Workmanship Guarantee does not cover the following:

- Damage caused by external factors, including but not limited to, storms, accidents, exceptional weather, or other Force Majeure events.
- Alterations or modifications made to the installation by parties other than SmartPlaz Roofline Services.
- Non-compliance with maintenance and care instructions provided by SmartPlaz Roofline Services.
- Normal wear and tear resulting from regular use over time.

## Notification of Defects

In the event of defects covered by the Workmanship Guarantee, homeowners must adhere to the following procedure:

- Defects must be promptly notified to SmartPlaz Roofline Services in writing within three months of their appearance.
- Proof of purchase must accompany the notification.

## Evaluation and Approval

Upon notification of defects covered by the Workmanship Guarantee:

- SmartPlaz Roofline Services will conduct an inspection of the reported defects.
- Approval of the Workmanship Guarantee claim is subject to confirmation that the defects fall within the guarantee's coverage.

## Resolution of Defects

If defects covered by the Workmanship Guarantee are confirmed:

- SmartPlaz Roofline Services is committed to providing a timely resolution.
- Resolution may involve the repair or replacement of defective workmanship, as deemed appropriate by SmartPlaz Roofline Services
- Our ultimate goal is to ensure homeowner satisfaction.

## Responsibility of the Homeowner

As homeowners, your responsibilities include:

- Compliance with the maintenance and care instructions provided by SmartPlaz Roofline Services.
- Timely notification of defects within the specified three-month timeline.

## Reassurance for Consumers

SmartPlaz Roofline Services understands that most defects typically occur within the first 12 months of installation. To provide peace of mind, every installation performed by SmartPlaz includes a 12-month Workmanship and free call-out service.

## Call-Out Charges

For Workmanship-related service requests made outside of the Workmanship Guarantee period, standard call-out charges will apply.

## Durability Expectation

SmartPlaz Roofline Services anticipates that all installations will last a reasonable amount of time, even beyond the Workmanship Guarantee period, as a testament to our commitment to quality workmanship.

## Limitation of Liability

Under the Workmanship Guarantee, SmartPlaz Roofline Services' liability is limited to:

- Options for the repair or replacement of defective workmanship, as determined by SmartPlaz Roofline Services.
- Exclusion of consequential losses of any kind.

## Transfer of Guarantee

The Workmanship Guarantee may be transferable to second or subsequent homeowners during the first 10 years from the date of installation. Each change of ownership within this period must be duly registered with SmartPlaz Roofline Services through our website within one month of the change for the guarantee to remain in effect.

## Governing Law

This Workmanship Guarantee shall be interpreted only in accordance with the laws of [Insert Applicable Jurisdiction] and be subject to the jurisdiction of the [Insert Applicable Jurisdiction] courts in respect of installations within [Insert Applicable Jurisdiction].

## Effective Date

These terms and conditions are effective as of the date specified on your guarantee certificate...

## Conclusion

SmartPlaz Roofline Services is committed to delivering superior workmanship and ensuring your satisfaction with our services. If you have any questions or concerns regarding our Workmanship Guarantee, please do not hesitate to contact us.