**90 DAY GUARANTEE**

**What is our Guarantee?**

RedStar Professional Home Inspection, Inc, (hereinafter referred to as RedStar Inspections) provides a guarantee that for 90 Days after your inspection, any new defects that arise from inspected items, which were functioning properly at the time of the inspection, are covered. All items must be properly maintained with reasonable care and within the guidelines of the manufacturer. Covered items are listed below.

**What is the difference between a Guarantee and a Warranty?**

A **guarantee**is a promise or an [assurance](https://www.dictionary.com/browse/assurance), especially one given in writing, that attests to the quality or [durability](https://www.dictionary.com/browse/durability) of a product or service, or a pledge that something will be performed in a specified manner.

A **warranty**is usually a **written** guarantee for a product (like that shiny, new refrigerator), and it holds the maker of the product responsible to repair or replace a [defective](https://www.dictionary.com/browse/defective) product or its parts. It is only used as a noun.

**Covered Items: Structural**

1. Floor joists, bottom & top plates, and wall members.
2. Load bearing walls
3. Attached garage doors

**Covered Items: Mechanical**

1. HVAC System: Furnace, Air Conditioner, and Thermostats
2. Electrical: Main service panel and secondary service panel
3. Inspected Appliances included and limited to: Water heater, dishwasher, stove/oven, built-in- microwave and garbage disposal are covered.

**Coverage Terms**

1. This service contract covers only those items specifically listed and excludes all others. The inspection guarantee is secondary to all warranties, guarantees or insurance policies, including but not limited to homeowners’ insurance, manufacturer warranties, contractors, builders, distributors or home owner warranties.
2. This contract covers parts and labor only and does not cover bodily injury, consequential or secondary damages resulting from the failure or malfunction of the covered items. This contract only covers those items that were confirmed to be in good working order at time of inspection and excludes all others, regardless of their condition at the time of inspection or if they were repaired.
3. This contract does not cover systems or appliances that have already been repaired and excludes all appliances, climate control systems, and fixtures over 5 years old.
4. This contract does not cover plumbing stoppages, regardless of reason. This contract does not cover well or septic systems or any related components.
5. This is not a maintenance contract and does not apply to performance of routine maintenance, occurrences which result from failure to perfume such maintenance or the negligent misuse of the covered item.
6. This contract does not cover water damage, cosmetic repairs, or items that are inaccessible without the removal of drywall, concrete, or any other permanently installed covering.
7. RedStar Home Inspection is not responsible for upgrading failed systems to meet current codes or local ordinances. This contract does not cover chimneys, fireplaces, or brick failures of any kind. This contract does not cover cracking or scaling concrete.
8. This contract does not cover pest damage, including that caused by any and all wood destroying insects and pests.
9. RedStar Inspections disclaims any liability for improper installation or design of any covered element or component or its failure to comply with and local, state or national code.

**Effective Dates**

All claims must be submitted in writing within 90 days, beginning the day of the inspection and extending 21 Days after closing, whichever is later. Claims must be submitted by 5:00 PM on the date of expiration.

**Limitations**

All mechanical coverage is limited to those items within the home’s foundation, and limited to an aggregate maximum of $500.00. All structural coverage is limited to issues within the home’s foundations and is limited to an aggregate maximum of $1000.00 per guarantee for the cost of multiple repair expenses of the items covered throughout the property. Any damage caused by any peril is not covered by this contract, which includes but is not limited to; war, riot, civil commotion, explosions, earthquake, hurricane, fire, any and all acts of God, or any other outside cause or neglect. All claims shall be made by the buyer of record only after they have taken possession of the home. This Guarantee may not be transferred to anyone other party.

**How to File a Claim**

1. Claim must be submitted in writing to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, within the effective dates described above. The claim will expire at 5:00 PM on the 90th day after inspection, or the 21st day after the closing date, whichever is later.
2. Claim must include: Property address, claimants name, phone number & email address. It must also include a full description of the defect and the precise location.
3. RedStar Professional Home Inspection, Inc. requires the inspector or a supervisor to come back to the property to evaluate the extent of the claim. Claims will not be approved if the inspector/supervisor is denied access to evaluate the defect, unless otherwise stated in writing.
4. An itemized repair estimate must be submitted with each claim, including the breakdown of parts and labor as well as a specific cause for the failure in writing from a licensed or properly certified repair person. The estimate must include the contact information for the repair person. Estimates must be submitted to RedStar Inspections prior to repairs being made. RedStar Inspections reserves the right to request up to two additional estimates. Claims will be processed only after steps 1-3 have been completed.