**One Year Roof Guarantee**

**What is our Guarantee?**

RedStar Professional Home Inspection, Inc, (hereinafter referred to as RedStar Inspections) provides a guarantee that for one year 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.

**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.

**What is Covered?**

This guarantee is for the repair of leaks to your home’s roof for a period of one year following the date of inspection. This guarantee covers only those items specifically listed and excludes all others, subject to the terms and conditions herein. This policy covers all residential roof types, including asphalt/composition shingles, slate roofs, metal roofs, tile roofs, and non-commercial flat roof types. This policy applies only to the home itself, and specifically excludes other structures.

**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. Limit of one claim/occurrence may be submitted during the guarantee period. All subsequent claims will not be considered.
3. 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.
4. 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.
5. 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.

**Limitations**

All coverage is limited to those items within the home’s roof and limited to an aggregate maximum of $500.00. 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 Inspections 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.