



Terms and Conditions of Warranty:

Smithrock Roofing LLC Workmanship Warranty Terms and Conditions

1. Warranty Coverage

1.1 Scope of Warranty

Smithrock Roofing LLC provides a warranty on the workmanship of the roof replacement services performed. This warranty covers defects in workmanship for the designated period on the contract agreement from the date of completion of the roof replacement. Shingle lifetime varies; Smithrock Roofing holds the right to determine the timeline of lifespan on each shingle and accept or reject claims accordingly.

Standard Package	10 Year Workmanship Warranty
Elite Package	20 Year Workmanship Warranty
Legacy Package	25 Year Workmanship Warranty

1.2 Exclusions

This warranty does not cover damage resulting from:

- **External Factors:** Events such as severe weather conditions, natural disasters, or other external factors beyond Smithrock's control.
- **Improper Maintenance:** Damage caused by lack of proper maintenance or failure to follow recommended maintenance procedures.
- **Alterations:** Any modifications or repairs performed by parties other than Smithrock. Alterations may void your warranty. Smithrock holds discretionary rights to reject any warranty on grounds of alterations by a third-party.
- **Neglect or Abuse:** Damage caused by neglect, misuse, or abuse of the roofing system.

2. Warranty Registration

2.1 Registration Requirement

To activate the warranty, the customer must register the warranty with Smithrock within 30 days of the completion of the roof replacement. Failure to register within this period may result in the warranty being deemed void.

2.2 Registration Process

Customers can register the warranty by visiting www.smithrock-roofing.com/warranty and completing the form or by visiting Smithrock Roofing's office at 483 Forum Parkway, Rural Hall, NC 27045. For any issues, questions, or concerns, please call our front desk at 336-971-0464.

3. Notification of Defects

3.1 Timeframe for Notification

The customer must notify Smithrock of any defects in workmanship within 14 days of discovering such defects. Submission of claims can be made by notifying Smithrock of defects by calling 336-971-0464 or by emailing info@smithrock-roofing.com.

3.2 Required Information

The notification must include:

- **Description of Defect:** Detailed information regarding the nature of the defect.
- **Photos:** Photographic evidence of the defect, if possible.

4 Repairs and Remedies

4.1 Repair Coverage

If a defect in workmanship is reported within the 14-day notification period, Smithrock will cover the full cost of repairs required to remedy the defect.

4.2 Repair Process

Upon receiving a valid claim, Smithrock will:

- **Inspection:** Arrange for an inspection of the reported defect.
- **Repair Schedule:** Provide a timeline for the completion of repairs.
- **Repair Execution:** Perform the necessary repairs in a timely manner.

5 Limitation of Liability

5.1 Extent of Liability

Smithrock's liability under this warranty is limited to the cost of repairing defects in workmanship and does not extend to any other costs, damages, or losses, including but not limited to, consequential or incidental damages. Smithrock holds sole discretion for supplemental assistance to homeowners on the front of consequential and incidental damages

5.2 No Other Warranties

This warranty is the sole and exclusive warranty provided by Smithrock. No other warranties, express or implied, are made or are to be construed as part of this agreement of terms.

6 Transferability

6.1 Limited Transferability

Smithrock Roofing LLC ensures transferability of a lifetime workmanship warranty to one succeeding owner within a 5 year period. The warranty is voided after a second transfer of ownership