



# Concrete Warranty

## CUSTOMER INFORMATION

At Rough Cuts Construction, we strive to ensure that your home or business will have long-lasting, high-quality concrete. All our employees are trained in how to complete your concrete project to the highest of industry standards. We strive to stay up to date on the latest products and techniques, as well as work with our suppliers to provide you with the highest quality of materials.

## CUSTOMER CARE

- Please do not drive on your new concrete with motorized vehicles for at least 7 days, 5,000lbs or less. Anything exceeding 5,000lbs please wait 28 days. This allows the concrete to reach its optimal strength. If driven on prior to seven 7 days, this will void any coverage.
- The use of de-icers products that may contain ammonium sulfate or ammonium nitrate, which are known to aggressively attack concrete will void the warranty. Other de-icers will be evaluated.
- For stain removal, avoid harsh acids. Please consult with your supplier about the products you may use.
- Apply a quality sealer to your concrete. Contact your contractor or visit a building supply store.

## ROUGH CUTS CONSTRUCTION RESPONSIBILITIES INCLUDE:

- If cracking occurs at  $\frac{3}{4}$ " of an inch or greater, and reinforcement was properly installed, we are fully responsible and will address damages. This may include replacement and grinding out crack, place a high strength mender.
- Any rock pops that are larger than  $\frac{3}{4}$ " of an inch will be drilled out, patched and sealed. 20 pops of that size in a 25 square foot area minimum.
- Scaling of concrete will fall back to the ready-mix company if occurs within 30 days of placement. Any scaling that occurs over a matter of its first winter could be from the freeze thaw cycle. This is something not covered under our warranty, but we will assist in any way to resolve the issue.
- Coverage of projection placement days that exceed 80 degrees Fahrenheit, drops below 45 degrees Fahrenheit for approximately the first 7 days will be outside of our warranty coverage. 1 year from date of placement.

## EXTENDED WARRANTY

- If you wish to receive an extended warranty or up your coverage in any way. Please consult with one of our expert team members. We'd be more than happy to help.

## ROUGH CUTS CONSTRUCTIONS RESPONSIBILITIES DO NOT INCLUDE THE FOLLING:

- Turf and irrigation damage unless specified, private locates and unknow power and gas lines.
- Damage or defects caused by forces outside our control, such as, fire freezing, storms, electrical malfunction, earthquake, pest damage, or acts of God.
- If a concrete sealer or curing agent is not applied by a member of Rough Cuts Construction, we are not responsible for any damage set above.
- Cracking does occur in most cases. As a company, we aim to reduce cracking by installing control joints need to specified concrete projects. If cracking occurs outside of these joints, we are not responsible. Foundation homes typically do not receive joints.
- Use of most all de-icing salts will void warranty.

As a valued customer, if any damage occurs, please notify us immediately and we will have one of experts evaluate your property. Finding a solution is our top priority and we will ensure that your needs are met and satisfied. If you have questions about the warranty, please contact us. Thank you for the opportunity to work with you.