

# FULL SERVICE EXTERIORS

Full Service. Full Stop.

ICC Certified Roofing Contractor | Class D General Contractor  
OSHA 510 Certified | Lead Paint Certified | Licensed • Insured

(513) 993-ROOF

www.fullserviceexteriors.com

Proudly Serving  
Cincinnati • Dayton • Columbus

## 5-YEAR LEAK-FREE LIMITED WARRANTY

### Terms and Conditions

**THIS IS A LIMITED SERVICE WARRANTY.** Please read these terms carefully. This Warranty obligates Full Service Exteriors LLC (“FSE,” “we,” “us”) to perform leak-stopping repair services as described below. Repairs under this Warranty are leak-stopping in nature and may be temporary or protective measures. This Warranty is not a guarantee of the condition, lifespan, or value of any roofing or exterior material, and it is not a promise to replace any roofing system or exterior component. **FSE’s only obligation is to stop the covered leak. FSE does not cover, and will not pay for, interior damage, contents, mold, remediation, or any other cost or loss of any kind (see Section 5).** Issuance of this Warranty is not a representation, prediction, or guarantee that the Property will not experience a leak (see Section 2.5). Your sole and exclusive remedy under this Warranty is the repair service described in Section 4.

### At a Glance

<b>What we promise</b>	If a covered leak develops during the Warranty Period, we will stop it at no charge to you, using the repair method we determine appropriate. Repairs may be temporary or protective in nature — our promise is that the water stops, not that materials are replaced or restored to new condition.
<b>What this is not</b>	This is not a replacement warranty, a materials warranty, an insurance policy, or a home warranty product. We repair leaks; we do not replace roofs, siding, windows, or gutters under this Warranty. Issuing this Warranty is not a prediction or promise that the property will never leak — it is our commitment to respond, at no charge and within the limits below, if it does.
<b>What we never pay for</b>	Interior damage of any kind — drywall, paint, ceilings, flooring, insulation — contents and personal property, mold or remediation, cleanup or drying costs, lost rent, loss of use, or any other loss. Stopping the leak is our entire obligation. Property insurance is your protection for everything else.
<b>Term</b>	Five (5) years from the Issue Date shown on the Warranty Certificate, unless terminated earlier under these terms.
<b>Per-incident limit</b>	Repairs up to \$[750] in retail labor and material value per leak incident.
<b>Lifetime limit</b>	Total repairs up to \$[2,500] in retail labor and material value over the life of the Warranty. Every claim response counts against this limit — including claims where our inspection

	determines the leak is from a non-covered cause, in which case \$[750] is deducted for that claim.
<b>Cost to you</b>	None. This Warranty is provided free of charge to qualifying properties following our complimentary exterior inspection.

## 1. Definitions

- **“Warranty Certificate”** means the certificate issued by FSE identifying the Property, the Issue Date, the covered Exterior Components, and any property-specific exclusions noted at inspection.
- **“Property”** means the building(s) identified on the Warranty Certificate.
- **“Exterior Components”** means the steep-slope roofing system (shingles, underlayment, flashings, pipe boots, ridge and hip caps), exterior siding, exterior window perimeter sealant, and gutters and downspouts, in each case as identified and approved on the Warranty Certificate. Components marked as excluded on the Warranty Certificate are not covered.
- **“Covered Leak”** means active water intrusion from the exterior into the interior of the Property through an Exterior Component, arising from ordinary wear, weathering, or workmanship of existing materials, and not caused by an excluded event or condition listed in Section 6.
- **“Leak Incident”** means one or more Covered Leaks reported at the same time or arising from the same cause or contiguous area.

## 2. Qualification and Issuance

2.1 This Warranty is available only for properties that pass FSE’s complimentary exterior inspection. FSE will determine qualification in its sole discretion based on the age, condition, slope, installation quality, and remaining serviceable life of the Exterior Components.

2.2 If the Property does not qualify, FSE will provide a written list of the repairs required to qualify. FSE may, at its option, issue the Warranty upon completion and verification of those repairs.

2.3 No warranty exists unless and until FSE issues a signed Warranty Certificate. Verbal statements, marketing materials, inspection reports, and roof certifications do not create warranty obligations.

2.4 This Warranty applies only to the conditions visible and accessible at the time of inspection. FSE’s inspection is visual and non-invasive. Concealed, latent, or inaccessible defects — including conditions beneath roofing materials, behind siding or other wall coverings, or within wall, attic, or ceiling cavities that were not visible at inspection — are not covered.

2.5 No representation regarding future performance. FSE’s inspection, qualification determination, roof certification, and issuance of this Warranty are not a representation, prediction, warranty, or guarantee that the Property or any Exterior Component will not leak, fail, or deteriorate during the Warranty Period or at any other time. Exterior materials age, weather, and fail in ways that cannot be foreseen by visual inspection, and leaks can and do occur on properties in serviceable condition. The occurrence of a leak is not evidence of any error, omission, or negligence in FSE’s inspection, nor of any breach of this Warranty by FSE. If a Covered Leak occurs, FSE’s sole responsibility, in whole and in part, is to perform the leak-stopping repair services described in Section 4, subject to the limits, conditions, and exclusions of these terms. FSE is not otherwise responsible or liable for the occurrence of any leak, its cause, or its consequences, and you waive, to the fullest extent permitted by law, any claim that FSE caused, should have predicted, or should have prevented any leak.

### 3. What Is Covered

3.1 During the Warranty Period, if a Covered Leak develops, FSE will perform leak-stopping repair services at no charge, subject to the limits, conditions, and exclusions in these terms.

3.2 The Warranty Period is five (5) years from the Issue Date, and ends earlier upon (a) exhaustion of the Lifetime Limit in Section 4.4, (b) voiding under Section 7, or (c) a determination under Section 4.5 that the affected Exterior Component has reached the end of its serviceable life.

### 4. Our Obligation and Your Exclusive Remedy

4.1 Repair, not replacement; repairs may be temporary. FSE's sole obligation, and your sole and exclusive remedy under this Warranty, is the performance of repairs reasonably necessary to stop the Covered Leak. Repairs may include, by way of example, sealant application, patching, flashing repair or localized replacement, pipe boot replacement, localized shingle or siding replacement, and gutter re-securing or re-sloping. Repairs are intended to stop active water intrusion; they may be temporary or protective in nature, and FSE does not warrant that any repair restores the affected component to new condition, extends its useful life, or addresses any condition other than the reported leak. FSE has sole discretion to determine the repair method, materials, and scope.

4.2 Temporary and protective measures. FSE may use temporary or protective measures (including tarping, sealing, or diversion) either as the repair itself or pending a scheduled repair. Where a temporary measure stops the water intrusion, FSE's obligation for that Leak Incident is satisfied.

4.3 Appearance and matching. Repairs are functional in nature. FSE will make reasonable efforts to use visually similar materials but does not warrant color or texture match with existing materials, which may be discontinued, weathered, or otherwise unavailable.

4.4 Limits of obligation. FSE's repair obligation is limited to **[\$750]** in retail labor and material value per Leak Incident, and **[\$2,500]** in aggregate retail labor and material value over the life of this Warranty. When the aggregate limit has been reached, this Warranty is fully performed and terminates automatically.

4.5 End of serviceable life; replacement credit. If FSE determines that a leak cannot reasonably be stopped by repair, or that the affected Exterior Component has reached the end of its serviceable life such that repair is impractical, FSE's obligation is limited to (a) reasonable temporary mitigation of the active leak, and (b) a credit equal to **[\$500]** (or the unused portion of the aggregate limit, if less) toward FSE's replacement of the affected component, valid for **[90]** days from FSE's written determination. Upon tender of the mitigation and credit, this Warranty terminates as to that component.

4.6 Response times. FSE will use commercially reasonable efforts to (a) respond to a properly submitted claim within two (2) business days, and (b) perform mitigation or repair within ten (10) business days, in each case subject to weather, site access, and safety conditions. Response times are goals, not guarantees, and failure to meet them does not create liability or expand FSE's obligations.

4.7 Claims for non-covered leaks count against limits. Every claim submitted under Section 8 that results in FSE dispatching a representative to inspect the Property constitutes a Leak Incident and counts against the limits in Section 4.4, regardless of FSE's coverage determination. If FSE's inspection determines that the reported leak arises from a cause, condition, or component not covered by this Warranty, **[\$750]** will nonetheless be deducted from the aggregate limit in Section 4.4 for that Leak Incident, reflecting the value of FSE's claim response and diagnostic inspection. When the aggregate limit is exhausted, this Warranty is fully performed and terminates under Section 4.4. This provision does not obligate FSE to repair any non-covered condition; FSE will, on request, provide a paid repair estimate for non-covered work.

## 5. No Responsibility for Interior Damage or Any Other Loss

PLEASE READ THIS SECTION CAREFULLY. IT LIMITS WHAT FSE IS RESPONSIBLE FOR.

**5.1 FSE'S ENTIRE OBLIGATION UNDER THIS WARRANTY IS TO STOP THE COVERED LEAK, AND REPAIRS MAY BE TEMPORARY OR PROTECTIVE IN NATURE. FSE IS NOT RESPONSIBLE FOR, AND WILL NOT PAY, REIMBURSE, REPAIR, REPLACE, OR PROVIDE ANY OTHER REMEDY FOR: (A) DAMAGE TO THE INTERIOR OF THE PROPERTY, INCLUDING DRYWALL, PLASTER, PAINT, CEILINGS, FLOORING, TRIM, CABINETS, FIXTURES, INSULATION, FRAMING, OR ANY OTHER INTERIOR FINISH OR STRUCTURE; (B) CONTENTS, INVENTORY, EQUIPMENT, OR ANY OTHER PERSONAL PROPERTY; (C) MOLD, MILDEW, OR MICROBIAL GROWTH, OR ANY TESTING, CLEANUP, DRYING, OR REMEDIATION COSTS; (D) TEMPORARY HOUSING OR RELOCATION COSTS, LOST RENT, LOST PROFITS, LOSS OF USE, OR DIMINUTION IN VALUE; OR (E) ANY OTHER COST, EXPENSE, DAMAGE, OR LOSS OF ANY KIND, IN EACH CASE WHETHER ARISING BEFORE OR AFTER NOTICE OF THE LEAK, AND WHETHER OR NOT FORESEEABLE.**

5.2 Your responsibility; insurance. You are solely responsible for interior repairs, remediation, and protection of contents, and for maintaining property insurance covering water damage and related losses. This Warranty is not a substitute for property insurance.

5.3 No admission. FSE's performance or acceptance of any repair, mitigation, or courtesy work is not an admission of responsibility for any damage or loss.

## 6. What Is Not Covered

This Warranty does not cover, and FSE has no obligation arising from, any of the following:

- **Storm and casualty events.** Leaks or damage caused by hail, wind, lightning, fallen trees or objects, fire, flood, ice damming, snow load, or any event of a type ordinarily covered by property insurance. Such events are insurance claims, not warranty claims; FSE can assist with inspection and insurance-related repairs under a separate agreement.
- **Acts and omissions of others.** Work performed on or alterations made to any Exterior Component by anyone other than FSE after the Issue Date, including repairs, installations, satellite or solar mounting, holiday lighting attachments, and foot traffic damage.
- **Neglect and maintenance failures.** Conditions arising from failure to maintain the Property, including clogged or overflowing gutters and downspouts, debris accumulation, vegetation contact, and unaddressed conditions identified in writing by FSE.
- **Structural and non-envelope sources.** Water intrusion caused by structural movement or settling, foundation or below-grade water, grading or drainage conditions, masonry or chimney structures, plumbing, HVAC, condensation, or interior humidity.
- **Excluded components and areas.** Flat or low-slope roof sections (below 2:12 pitch), skylights, solar equipment, decks, and any component or area marked as excluded on the Warranty Certificate.
- **Concealed and pre-existing conditions.** Latent defects, concealed damage, and conditions not visible or accessible during FSE's inspection, including deteriorated decking or substrate beneath roofing materials and conditions behind wall coverings.
- **Interior, consequential, and other losses.** All losses described in Section 5, which applies to every claim under this Warranty.

- **Cosmetic conditions.** Staining, discoloration, granule loss, fading, and other conditions that do not involve active water intrusion into the interior of the Property.

## 7. Conditions; Events That Void This Warranty

7.1 Prompt notice. You must notify FSE of a suspected leak within seventy-two (72) hours of discovery, using the claim process in Section 8. You must take reasonable steps to mitigate damage in the interim (such as placing containers or moving contents); all such interior protection and any resulting interior damage remain your responsibility under Section 5. Failure to provide prompt notice voids coverage for that Leak Incident to the extent the delay increased the scope of repair.

7.2 Exclusive right to repair. FSE has the exclusive right to perform all repairs to the Exterior Components during the Warranty Period. Any repair, alteration, or installation performed on an Exterior Component by anyone other than FSE without FSE's prior written consent voids this Warranty as to the affected component, except for emergency mitigation reasonably necessary to prevent imminent damage where FSE could not be reached.

7.3 Access. You must provide FSE safe and reasonable access to the Property, including the interior where needed to verify the leak.

7.4 Annual re-inspection. FSE offers a complimentary annual exterior re-inspection during the Warranty Period. FSE may condition continued coverage of any component on the completion, at your expense, of maintenance items identified in writing at a re-inspection (for example, gutter cleaning or sealant maintenance) within a reasonable stated period.

7.5 Accurate information. This Warranty is void if issued in reliance on materially inaccurate information provided by you or your agents regarding the Property's condition, age, or repair history.

7.6 Ownership and management changes. See Section 9 (Transfer).

## 8. How to Make a Claim

To make a claim, contact FSE at (513) 993-ROOF or through [www.fullserviceexteriors.com](http://www.fullserviceexteriors.com), and provide: the property address, a description of the leak and when it was discovered, photographs of the interior evidence and (if safely possible) the suspected exterior area, and your Warranty Certificate number. FSE will inspect the Property to verify that the leak is a Covered Leak and to determine cause. FSE's good-faith determination of cause and coverage is final for purposes of this Warranty. If the cause is excluded, FSE will provide a written explanation and, on request, a paid repair estimate. Each submitted claim that results in an on-site inspection counts against the Warranty limits as described in Section 4.7, whether or not the leak is determined to be covered.

## 9. Transfer

This Warranty benefits the property owner identified on the Warranty Certificate and may be transferred one (1) time to the next purchaser of the Property, provided FSE receives written notice of the transfer within thirty (30) days after closing. FSE may condition the transfer on a complimentary re-inspection of the Property. No other transfer or assignment is permitted. For managed properties, a change of property management company does not terminate this Warranty so long as the owner remains the same and FSE is notified of the new point of contact.

## 10. Disclaimers and Limitation of Liability

10.1 THIS LIMITED WARRANTY IS THE ONLY WARRANTY PROVIDED BY FSE WITH RESPECT TO THE EXTERIOR COMPONENTS IT DID NOT INSTALL. TO THE FULLEST EXTENT

PERMITTED BY LAW, FSE DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND HABITABILITY. ANY IMPLIED WARRANTIES THAT CANNOT BE DISCLAIMED ARE LIMITED IN DURATION TO THE WARRANTY PERIOD.

10.2 TO THE FULLEST EXTENT PERMITTED BY LAW, FSE'S TOTAL LIABILITY ARISING OUT OF OR RELATING TO THIS WARRANTY, THE UNDERLYING INSPECTION, OR ANY LEAK OR FAILURE OF ANY EXTERIOR COMPONENT, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), OR OTHERWISE, IS LIMITED TO THE COST OF THE LEAK-STOPPING REPAIR SERVICES DESCRIBED IN SECTION 4, SUBJECT TO THE PER-INCIDENT AND AGGREGATE LIMITS. FSE IS NOT RESPONSIBLE FOR THE OCCURRENCE OF ANY LEAK, IN WHOLE OR IN PART (SEE SECTION 2.5). IN NO EVENT IS FSE LIABLE FOR THE LOSSES DESCRIBED IN SECTION 5 OR FOR ANY INCIDENTAL, SPECIAL, INDIRECT, CONSEQUENTIAL, OR PUNITIVE DAMAGES.

10.3 Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

10.4 This Warranty is a service commitment of FSE. It is not an insurance policy, a service contract, a home warranty product, or a guarantee issued by any manufacturer. Manufacturer warranties, if any, are separate and are governed by their own terms.

## 11. General Terms

11.1 Entire agreement. These terms, together with the Warranty Certificate, are the entire agreement regarding this Warranty and supersede all prior or contemporaneous statements, marketing materials, and representations. Any modification must be in a writing signed by FSE.

11.2 Governing law and venue. This Warranty is governed by the laws of the State of Ohio. Any dispute arising out of or relating to this Warranty shall be resolved in the state courts located in Hamilton County, Ohio, and the parties waive any right to a jury trial to the extent permitted by law. [Alternative: insert binding arbitration / small-claims carve-out per counsel.]

11.3 Severability. If any provision is held unenforceable, the remaining provisions remain in full force, and the unenforceable provision will be enforced to the maximum extent permitted.

11.4 No waiver. FSE's performance of any repair beyond its obligations, or its decision not to enforce any provision in one instance, is a courtesy and does not waive or expand its obligations.

11.5 Force majeure. FSE is not responsible for delays or failures caused by events beyond its reasonable control, including weather, material shortages, and labor disruptions.

## Warranty Certificate

*Issued subject to the Terms and Conditions above.*

**Property Address:**

**Owner / Authorized Agent:**

**Property Management Company (if applicable):**

**Covered Exterior Components:**

---

**Excluded Components / Areas (per inspection):**

**Issue Date:**

**Expiration Date:**

**Certificate Number:**

**Authorized FSE Representative (signature / date):**

---

**Owner / Agent Acknowledgment**

By signing below, I acknowledge that I have received and read the Terms and Conditions of this Limited Warranty, and I understand and agree that: (1) FSE's only obligation is to perform leak-stopping repairs, which may be temporary in nature, subject to the dollar limits in Section 4, and every claim response — including a claim determined to involve a non-covered cause — counts against those limits as described in Section 4.7; (2) FSE is not responsible for interior damage, contents, mold, remediation, lost rent, or any other loss, as described in Section 5; (3) issuance of this Warranty is not a representation or guarantee that the property will not leak, and if a leak occurs, FSE is not responsible for the leak, in whole or in part, other than to perform the repair services described in Section 4 within the stated limits; and (4) this Warranty is not insurance and does not replace property insurance.

**Owner / Authorized Agent (signature / printed name / date):**

---

***DRAFT FOR ATTORNEY REVIEW — Not for issuance until reviewed by Ohio counsel. Bracketed [amounts] are placeholders to be finalized.***