



6821 Market St., Wilmington, NC 28405

phone: 910 777 3363 ext. 4

service@porchconversion.com

Craftsmanship Warranty

It is with immense pleasure that we thank you for choosing and trusting Porch Conversion to build your custom enclosure! We take great pride in our craftsmanship and extend to you a one-year craftsmanship warranty as outlined below:

Porch Conversion offers a one-year warranty on our craftsmanship that starts when the contracted scope of work is substantially complete and the final invoice is sent. This warranty shall not apply and shall be null, void, and of no effect if Porch Conversion has not been paid in full for all materials and services provided by Porch Conversion within 30 days of Porch Conversion's final invoice for such materials and services.

The craftsmanship warranty is limited to substandard craftsmanship on the part of Porch Conversion. Craftsmanship warranty requests will be evaluated by our Service Department and if deemed substandard craftsmanship, will be covered under this warranty for a period of one year. Please submit warranty requests in writing to service@porchconversion.com and one of our warranty representatives will be in contact regarding next steps, including a possible site visit, if applicable.

Additionally, the craftsmanship warranty covers labor for one year on any issue that the manufacturer deems a warrantable replacement due to a manufacturer defect. After this initial 12-month period, any issue that the manufacturer deems a warrantable replacement due to a manufacturer defect will be subject to an hourly labor charge (per person; at the prevailing hourly rate). Service requests that are not covered under the craftsmanship warranty or placed after the craftsmanship warranty ends will be assessed both an hourly labor charge (per person; at the prevailing hourly rate) and a charge for any material costs associated with that service.

It is understood that homeowners will contact Porch Conversion's Service Department immediately with any warranty claims and allow Porch Conversion reasonable time to make said repairs. All of our sunrooms are custom installations and if new windows, components, or materials must be ordered from a manufacturer or supplier, delays may occur as a result of production lead times.

Porch Conversion's warranty does not include defects or damages attributable to: normal use or maintenance; normal weathering; highly corrosive environments; defects or damages caused by accident, fire, flood, Acts of God, vandalism, riot or civil disorder; or other conditions beyond



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Porch Conversion's control. Additionally, screens are not warranted and are accepted upon final payment in "as-is" condition. If any business, firm, individual, or corporation other than Porch Conversion has, since the completion of Porch Conversion's scope of work, performed or attempted to perform any repairs or alterations to the property, then this warranty will become null and void. This warranty does not cover any repairs or alterations made by anyone other than Porch Conversion or one of its authorized representatives. This includes but is not limited to window tinting, additional coatings or glazings of any kind, removal of the door for oversized deliveries, pressure washing, landscaping etc.

The manufacturer's warranty should be attached to the email that accompanied this document, and is available for your records and review. Please note that during manufacturing and processing, glass surfaces are exposed to a number of processes and materials, which can leave a residue on the glass surface. During the manufacturing of float glass, coated glass, tempered glass and insulating glass, the glass surfaces are exposed to vacuum cups, rollers, packaging materials (paper, cardboard, foam, cork, hot melt, etc.), glass production labels and the window manufacturer's labels. These materials that come in contact with glass surfaces during glass processing, window fabrication and installation can leave a residue on the glass that is not visible under normal viewing conditions. These residues may become visible when moisture is present on glass (i.e. rain water, condensation, etc.) and is not considered to be a glass defect and glass should not be replaced or buffed because of this condition. The maintenance and cleaning guidelines for your product have also been attached for your reference. Please follow all manufacturer instructions to maintain the integrity of the product, and so that you can continue enjoying your new enclosure for many years to come.

WARNING! HIGH CONCENTRATIONS OF CLEANERS OR SOAP MAY CAUSE DAMAGE TO THE WINDOW GLASS, VINYL, AND SCREENS. DO NOT USE CLEANERS CONTAINING ABRASIVE PARTICLES, SOLVENT, PETROLEUM, OR PAINT REMOVERS. THESE CHEMICALS WILL DAMAGE THE WINDOWS AND VOID YOUR WARRANTY. THIS INCLUDES WINDEX AND OTHER PRODUCTS CONTAINING AMMONIA.

Warm Regards,
Porch Conversion