

## OUR WARRANTY OVERVIEW

Limited Labor Warranty: A1 Rooter, INC will remedy any deficiency in our labor craftsmanship, provided it receives prompt notice of the deficiency. If a defect on materials supplied by A1 Rooter, INC or a deficiency in our workmanship covered by this warranty occurs, A1 Rooter, INC will with reasonable promptness, and during regular business hours, remedy the defect. If any such warranty work is performed beyond regular business hours, customer is to pay the difference between regular and overtime rates. General Plumbing Repairs: 1 year warranty on parts and labor unless otherwise specified below.

Faucets and Fixtures:

- Repair Service Work for New Installation of faucets/fixtures provided by A1 Rooter, INC : 1 year
- Repair Service Work for New Installation of customer provided faucets/fixtures: No warranty
- Repair Service Work for Re-setting of previously installed faucets/fixtures: No warranty
- Repairs to existing faucets/fixtures: No warranty

Waste Blockages: 7 Day warranty – finding baby wipes, disposable wipes, paper towels, sanitary pads or tampons, cat litter, grease, roots, etc. voids warranty and payment will be expected at time of service. A1 Rooter, INC cannot be responsible for any damaged or broken lines on existing piping or for cables that may become lodged in piping. In the event any snake cables become lodged in piping due to roots, breaks in piping, configuration of piping, or for any other reason, customer shall be responsible for any related costs to remove the snake from the line. Camera Inspections: Observation only. No guarantee of findings.

Water Heater Labor: 1 year

Water Heater Tank: Manufacturer warranty.

Miscellaneous parts and materials supplied by customer: No warranty

Frozen Pipes: No warranty

Winterize: RV antifreeze only. No warranty if lines are blown out. No warranty on household appliances.

Refrigerators/ice makers cannot be winterized.

De-Winterize: Water will be turned back off after de-winterizing if no one is there. A1 Rooter, INC must have both winterized and de-winterized to not void the warranty.

The limited warranty does not apply where:

- Repairs are needed to correct a manufacturer's defect.
- Products have been tampered with by others.
- Repairs have been made by others.
- Repairs are required due to normal or excessive wear and tear
- Damage is caused through misuse, abuse, or neglect.
- Clogs or backups due to improperly disposed items.
- All warranties are void if payments are not made when due.
- Warranties extend only to the customer and are not transferable.

We keep our service trucks stocked with most commonly used replacement parts and tools that allow us to complete plumbing repairs as quickly and accurately as possible.

All accounts not paid in full within 30 days of the due date will incur a late penalty of 1.5% per month of the overdue amount. A service charge of \$35.00 will be assessed for each returned check. A few important reminders to help keep your plumbing system working properly:

- Every product with moving parts requires occasional maintenance.
- The main enemy of working plumbing parts is dirt or other foreign materials in the water system.
- Stoppages are usually a result of one or more of the following: what is put down a drain, roots, collapsed drain line, a full septic tank.