

## LIMITED THREE YEAR WARRANTY

For a period of 36 months, Tenet Painting, warrants against peeling, blistering or chipping of paint resulting from defective workmanship.

**For this warranty to be effective, you, the customer, must:**

- Pay the full contract price.
- Complete and return the attached Limited Warranty Registration Card (please be sure to complete the Job Rating section).
- Retain a copy of the original contract.

**What Tenet Painting will do:**

- Perform any covered repairs at no labor cost to the original purchaser.
- Perform any covered repairs during the summer and fall months so long as Tenet Painting is notified prior to June 15<sup>th</sup>. In cases where Tenet Painting is notified after June 15<sup>th</sup>, covered repairs will be performed the following summer.
- Perform any covered repairs to the level of surface preparation specified on the original contract.
- Perform covered repairs only on the specific areas where peeling, blistering, or chipping has occurred.

**What you, the consumer, should do to obtain warranty repairs:**

- Contact Tenet Painting by mail or phone before June 15<sup>th</sup> to have covered repairs performed during that summer.
- Tenet Painting will arrange an inspection of your property and notify you as soon as the claim is approved.

## THIS WARRANTY DOES NOT COVER:

- The cost of paint. You should contact the paint manufacturer to obtain information regarding any warranties they may provide.
- Any conditions existing at the time the work was completed which a reasonable inspection of the work would have revealed. (i.e. areas not painted).
- Any work where client supplies the paint.
- Failure due to moisture damages.
- Wooden gutters and painted or stained roofs.
- Varnished and/or Lacquered surfaces.
- Lap marks.
- Fading, chalking.
- Any surface that maintains a horizontal position (decks, railings, stairs, porches, etc.)
- Galvanized metal.
- Bleeding knot holes, rust stains, and cedar bleed.
- Mildew is an environmental condition, no connection with a paint job.
- Failure due to structural or design problems with the house.
- Paint match; we will match the paint color as closely as possible. However, repairs performed one to three years later are not likely to match perfectly.
- Rotten wood, which should have been replaced prior to painting.
- Peeling of previous paint layers.

*THIS WARRANTY IS THE ONLY EXPRESS WARRANTY MADE BY TENET PAINTING AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED. THIS WARRANTY IS APPLICABLE ONLY TO PAINTING SERVICES PROVIDED TO THE ORIGINAL PURCHASER WHO IS IDENTIFIED ON THE ORIGINAL PROPOSAL. TENET SHALL NOT BE LIABLE FOR, INCIDENTAL, CONSEQUENTIAL DIRECT OR INDIRECT DAMAGES RESULTING FROM THE BREACH OF THIS WARRANTY.*

## WARRANTY REGISTRATION

Customer Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ Zip: \_\_\_\_\_  
Proposal # \_\_\_\_\_  
Estimator: \_\_\_\_\_  
Date Completed: \_\_\_\_\_  
Contract Price: \_\_\_\_\_  
Foreman: \_\_\_\_\_

Your satisfaction is important to us. Please take a moment to tell us about our performance.

**Please circle your response**      5=very satisfied  
1= very dissatisfied

### 1. How satisfied are you with:

- |   |   |   |   |   |   |
|---|---|---|---|---|---|
| • Professionalism of salesperson                                  | 5 | 4 | 3 | 2 | 1 |
| • Crew work ethic and competency                                  | 5 | 4 | 3 | 2 | 1 |
| • Quality of workmanship  | 5 | 4 | 3 | 2 | 1 |
| • Overall company integrity                                       | 5 | 4 | 3 | 2 | 1 |
| • Job price vs. value added                                       | 5 | 4 | 3 | 2 | 1 |
| • Scheduling of the project<br>(start dates, communication, etc.) | 5 | 4 | 3 | 2 | 1 |
| • Service provided by the office                                  | 5 | 4 | 3 | 2 | 1 |

### 2. Overall Tenet experience?      5 4 3 2 1

### 3. Will you recommend Tenet to your family and/or friends?      Yes No

### 4. May we use you as a reference?      Yes No

\*Much of our business comes directly through references and referrals. Any comments you may have will be greatly appreciated.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
I have read and understand the Tenet Painting Limited Three Year Warranty.

Signature: \_\_\_\_\_

*For your warranty to be effective, you must complete and return this card. Thank you for choosing Tenet Painting.*