

Innovation Landscaping

Limited 60 Day Warranty

THIS WARRANTY WAS LAST UPDATED
MARCH 2010. REVISION 3.10.02

**INNOVATION LANDSCAPING RESERVES THE RIGHT TO MAKE CHANGES TO THE WARRANTY WITHOUT NOTICE.
PLEASE NOTE REVISION # ABOVE WHEN COMPARING OLD AND NEW WARRANTY POLICYS**

Thank you for giving us the opportunity to serve you. We are giving you a 60 Day Limited Warranty which covers general workmanship. This limited 60 day warranty starts from the closure date of the contract and ends after 60 calendar days. After 60 days, you no longer have any coverage.

AGREEMENT: YOU MUST AGREE TO THE TERMS AND CONDITIONS OF OUR 60 DAY LIMITED WARRANTY BEFORE IT BECOMES EFFECTIVE. AFTER YOU AGREE TO THE WARRANTY TERMS AND CONDITIONS THE WARRANTY WILL START FROM THE CLOSURE DATE OF THE CONTRACT AND NOT THE DATE YOU SUBMITTED THE AGREEMENT FORM.

CLAIMS: IF YOU NEED TO SUBMIT A WARRANTY CLAIM OR IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT OUR OFFICE FIRST NO LATER THAN 60 DAYS FROM THE CLOSURE DATE OF THE CONTRACT. AN INSPECTION BY INNOVATION LANDSCAPING IS NECESSARY FOR ALL WARRANTY CLAIMS.

Innovation Landscaping Office
Monday – Friday 9am – 5pm
603-732-2809
InnovationLandscapes@Gmail.com

Warranty Agreement & Claim Form
www.innovationlandscaping.com/warranty.htm

WARRANTY COVERAGE

- a. Damages such as, chipping or flaking, to the concrete structure covering more than 20% of the surface (Industry Standard) caused by an internally compromised portion of the concrete during the construction process or bad concrete mix.
- b. Effloresce. This is a white powder that can show up on the outside surface of a concrete structure if there is excessive moisture or surface cracking. Effloresce is normal but can be controlled. Effloresce sometimes can not be eliminated. We will attempt to control or eliminate effloresce up to 3 times within the warranty period.
- c. Cracks with a separation of 3/8" or more (Industry Standard). Light hairline cracking is normal.
- d. **Retainer Walls:** If a retainer wall is to fail for any reason except; acts of nature, damages caused by you or someone else including all vehicle damages. A repair or complete reinstallation of the exact copy will be covered. Any changes from the exact copy will be charged as per contract.
- e. **Walkways & Patios.** If a slab cracks and starts to heave more than 3/8" above the rest of the slab starting at the crack this will be covered if the area is found to have little or no internal reinforcement or reinforcement is defective.
- f. Spotty areas which sealer has not been applied when sealer applied.
- g. Failed drainage systems. If a drainage system does not appear to be draining water from behind the wall, we will fix or replace. NOTE: Unless your subsoil is EXTREMELY WET and RETAINS WATER, during a pouring rain, you may not see water coming from the drainage system. This is NORMAL. The drainage system is there for extreme wet conditions only.

NOT COVERED by WARRANTY

- a. Damages by salt use during cold months. We take precautions to allow the concrete to resist freeze and thaw cycles. Any and all damages caused by the use of salts will not be covered under this warranty.
- b. Damages caused by snow removal utilities and street maintenance utilities.
- c. Damages caused by general wear and tear from traffic either from walking traffic or vehicle traffic.
- d. Cracks. We can not guarantee concrete to be crack free. We take precautions to allow the concrete to crack in controlled areas. Sometimes, cracks appear in areas where they are not wanted. We also add internal reinforcement to add additional strength, if the concrete does crack, the crack should stay very small.
- e. Damages caused by the acts of nature.
- f. Warn coloring on walking surfaces. We explain the issues about some coloring on traffic surfaces wearing off over time.
- g. Unwanted Vegetation growth on concrete surfaces are not covered
- h. Seasonal heaving. Any heaving resulting from freeze and thaw cycles.
- i. Settling. Settling is normal for any soil. We do our best to prevent settling but the soil settling under the base material is out of our control.
- j. Damages caused by human or animal acts after installation. We do not cover any damages caused by any actions from humans, animals, vehicles and anything relating.
- k. Sealer effectiveness. If a sealer has failed for any reason including the time used, this is not covered.
- l. Damages caused by fluids such as but not limited to; gas, diesel, oils, paints, stains, antifreeze/coolant, iron stains or any other liquid other than rain water.
- m. Damages caused by acidic substances such as but not limited to; lemon juices, all acids, hairsprays.
- n. All landscaping such as but not limited to; Shrubs, grass, dirt, flowers.
- o. All other situations not listed under "Warranty Coverage"

IMPORTANT: Submitting false claims for any reason or claiming unwarranted situations could result in a termination of your limited 60 day warranty. Before filling a claim, please read what situations are covered or call us with any questions.