



Warranty Information

On behalf of everyone at S.A. Sullivan Builders, LLC, thank you for choosing us for your renovation needs.

At S.A. Sullivan Builders, LLC we stand behind our work providing our valued customers with a 2-year warranty on the work we have completed. The 2-year warranty is conditional on the following items:

- Customer signature of the Certification of Completion at the end of the work performed entitles the customer to the 2-year conditional warranty offered by S.A. Sullivan Builders, LLC. The date of completion kicks off the start of the 2-year conditional warranty but the warranty is not fully implemented until after the customer's signature on the Certification of Completion. If you have any issues on the job, please let us know so they can be resolved in a timely manner.
- Any open balances on the job need to be paid in order to receive S.A. Sullivan Builders, LLC's 2-year conditional warranty. This includes balances due from the insurance carrier, the deductible, and any additional work that was performed by request of the homeowner.
- Our warranty extends to work provided by our employees and contractors exclusively and does not cover any work done by the homeowner or the homeowner's contractors. This includes damages done by the homeowner or the homeowner's contractors. In regards to all materials, manufacturer's warranties for materials used take precedent over S.A. Sullivan Builders, LLC's warranty. In regards to mechanical labor, a one-year industry standard warranty from the mechanical trade company also applies. Also, homeowner neglect or lack of general maintenance that result in further damages (by no fault of S.A. Sullivan Builders, LLC) shall not be deemed a warranty item.
- The 2-year conditional warranty is non-transferable and is issued to the initial insured party, only.
- During the 2-year conditional warranty any additional damages that may occur and are unrelated to the original claim and warranty will be handled as a new claim by the homeowner through their insurance company.

S.A. Sullivan Builders, LLC is committed to providing you with the highest level of customer satisfaction possible. If for any reason you have questions or comments, we are delighted to hear from you. Call us at 317-560-5375, or send us e-mail at customerservice@sasullivan.com. Our office hours are Monday through Friday, 7:30 am to 4:30 pm.

Once again, thank you for entrusting us with one of your most valuable assets.

Sincerely,

S.A. Sullivan Builders, LLC

Homeowner signature

Date