

Hardscape Warranty Policy

As an certified ICPI installer and an authorized EP Henry contractor, we at TBI Unlimited, LLC back our craftsmanship with a five (5) year warranty against settling from date of installation. Should a dilemma arise within this period TBI will correct the problem under the following conditions:

- 1) The customer must present proof of purchase by either a signed contract or a sales invoice.
- 2) All care procedures were followed as described by the installation crew or by any literature provided.
- 3) All over-due balances have been paid in full without the use of a collection agency
- 4) The original purchaser is making the claim. This warranty is non-transferable.
- 5) Timeliness of warranty work performed shall be at the discretion of TBI Unlimited, LLC.

Limitations:

- Settlement resulting from the placement or compaction of soil by another contractor less than twelve (12) months prior to the installation of the pavers, will not be covered.
- Pavers or wall units placed on existing concrete surfaces (i.e. patios, walks, or steps) as a result from customer request, will not be repaired under this or any other policy.
- Hardscapes damaged or destroyed by abnormal weather conditions such as floods, excessive wind damage, drought, severe freezing or abnormal rain will not be repaired under this or any other policy.
- Hardscapes damaged or destroyed by vandalism, animals, fire, removal or relocation will not be repaired under this or any other policy.
- Exact color matches are not guaranteed.

Guidelines

- All labor and materials required to correct any defect in the workmanship are included.
- EP Henry will replace pavers or wall units that prove to be defective.

This policy supersedes any verbal or written policy and is effective as of January 1, 2004