



Warranty Terms & Conditions

DWM Roofing Warranty

- ❖ 10-year Labor Warranty on new roofs unless otherwise stated. Warranty is in effect starting date of completion. A Labor Warranty means that DWM Roofing is ultimately responsible for any leaks or defects in our workmanship.
- ❖ Labor Warranty is transferable from the original property owner.
- ❖ Customer must notify DWM Roofing within 72 hours of discovering any problems or leaks.
- ❖ Warranty does not cover leaks caused by siding, house wrap or windows.
- ❖ Warranty does not cover leaks due to masonry saturation, cracked or deteriorated masonry, mortar, crowns, or caps.
- ❖ Warranty is null and void if any repairs, alterations, or adjustments are made to the roof by anyone other than DWM Roofing.
- ❖ Warranty does not cover any leaks or problems in the roof caused by the acts or omissions of other trades or contractors.
- ❖ Property owner is responsible for keeping the roof, gutters, and downspouts free of excessive ice or debris build-up that may interfere with proper water drainage. Leaks or issues caused by lack of maintenance are not workmanship related and will not be covered by this workmanship warranty.
- ❖ Ice Damming is an act of nature that is not caused by our workmanship, we will not be held responsible should ice damming occur.
- ❖ New Flashing is installed to all roof and wall junctions on the home over any existing house wrap. This is standard practice to avoid potential damage to siding, shutters or windows that may be close to a roof facet. DWM is not responsible for leaks caused by water intrusion on any wall or structure above roof facets.

Manufacturer's Warranty

- ❖ DWM Roofing is not responsible for material failure due to a manufacturer defect.
- ❖ Any leaks or defects caused by material failure will be covered by the material manufacturer. Contact DWM Roofing if there are any questions regarding the Manufacturer's Terms and Conditions.

Gutter Covers/Guards/Screens

- ❖ We can remove, but will not reinstall, gutter covers/guards/screens/helmets. We strongly recommend that they be removed before any work proceeds. Gutter guard systems are extremely difficult to work around while installing a roof.
- ❖ DWM Roofing will not be responsible for damage made to them during the roof installation or improper function after your roof is installed if they are not removed prior to our arrival.

Skylights

- ❖ DWM Roofing will not warranty or be held responsible for existing skylights leaking. We strongly recommend existing skylights to be replaced during the roof replacement. Though skylights may not leak now, they are directly tied into the existing roof and the skylight seal & flashing will be disturbed during the removal of the existing shingles.
- ❖ DWM Roofing will not be responsible for any interior trim or drywall damage during skylight replacement. Sometimes interior trim and/or drywall is placed tight against the skylight frame and although we take every precaution to avoid an issue when removing the old skylight, interior trim or drywall damage may occur.

Satellite Dishes

- ❖ We will remove any items attached to the roof (i.e., satellite dishes; antennas; basketball nets; wires) and they will not be reinstalled. We cannot re-install satellite dishes as they must be installed by a satellite TV contractor.

Solar Panels

- ❖ DWM Roofing will not be held responsible for leaks caused by solar panel installation.
- ❖ DWM Roofing will not be held financially responsible for the removal or re-installation of solar panels.

Landscape Lighting & Ornaments

- ❖ We ask that any landscape lights or ornaments that are around the entire perimeter of the house be removed prior to our arrival. DWM Roofing will not be held responsible for damage to these items. Landscape lighting and ornaments are very difficult to work around during the roofing process. There is a lot of debris that comes off the roof and these items are at risk of being damaged.

Existing Structural Issues

- ❖ DWM Roofing is not responsible for existing structural problems if any are found during our work. Any issues found will be corrected at an additional charge of \$72 per hour plus materials.
- ❖ DWM Roofing will not be held responsible for any electrical, HVAC, water or any other lines that are exposed, out of sight, or hazardous during the work. These lines should not be installed directly underneath the roof deck. If you are aware of any such lines, please notify your sales representative.
- ❖ DWM Roofing will not be responsible for damage of any kind to improperly installed lines within 3" of the roof deck. During the roofing installation nails will penetrate through the roof deck and could damage these lines.

Attic/Garage/Drywall/Interior Items

- ❖ We recommend you move or cover any belongings in your attic/garage that may be affected during our work.
- ❖ DWM Roofing will not be held responsible for asphalt granules, sawdust, or small debris coming into the attic or garage during your roof replacement.
- ❖ DWM Roofing will not be held responsible for any interior damage that may occur during the roof replacement process. We recommend removing any items of value or concern from interior walls, ceilings, or shelves prior to any work begins.
- ❖ DWM Roofing will not be held responsible for drywall nail pops or drywall cracks. Although we take every precaution necessary to avoid these issues during the roofing process, the vibration of the roof trusses or rafters can cause some of the interior issues noted above.

Extra Charges

- ❖ Any bad or rotten plywood found will be replaced at an additional charge per your contract.
- ❖ Any bad or rotten wood planks found will be replaced at an additional charge per your contract.
- ❖ During gutter installation, any bad or rotten fascia found will be replaced at an additional charge per your contract.
- ❖ **GROUND DROP:** To take delivery of materials it will be necessary for the delivery truck to enter the driveway. If driveway access is denied or the materials cannot be loaded on the roof, a minimum charge of \$10.00 per square will be added. DWM Roofing and our suppliers will not be responsible for damage beyond our control during the material delivery.

<https://www.dwmroofing.com/our-process/>

What to Expect During Your Roof Replacement

- We set tarps around the house to protect the shrubs and house to the best of our ability.
- The yard and driveway will be free and clear of any trash and roofing material at the end of each working day.
- The roof and gutters will be completely clean and spotless at the end of the job.
- The yard, walkways and driveways will be magnetically swept to remove nails from the grounds.
- All walkways, windowsills and driveways will be blown off at the completion of the job.

What You Can Do to Prepare for Your New Roof

- We ask that the driveway to be free and clear of any vehicles so we can have access with our vehicles and supply vehicles.
- Any vehicles that you may want to use during the day please have them removed from garages/car ports before our arrival that day.
- We recommend removing any items of value or concern from interior walls/ceilings/shelves prior to the job start.
- We recommend removal of any gutter guard systems prior to the job start.
- We ask that you remove any landscape lights/ornaments, grills or patio furniture that are within a 30ft radius of the house.
- We recommend you move or cover any belongings in your attic or garage that may be affected during the work.
- If you have a satellite dish attached to your roof, please make arrangements with your TV contractor to have it re-installed after the roof is completed.
- If you have a fence around your home, please have any gates unlocked prior to our arrival the morning of the roof installation.

Any questions about any of the above-mentioned please contact your project manager.