



Full Service Home Inspection Guarantee Terms and Conditions

This Full Service Home Inspection Guarantee ("Guarantee") is only for the benefit of the person(s) identified as the client in the contract for inspection services ("Client") provided by Pro Spex Inc. Professional Home Inspection Service ("Company") and is not transferable.

This Guarantee is effective for either ninety (90) days from the date of the inspections or thirty (30) days after the Client takes ownership of the property, whichever is later ("Guarantee Period"). This Guarantee is for residential properties only and does not provide coverage for any of the systems or components identified as Excluded terms as set forth in the Guarantee. All claims submitted by the Client under the terms of the Guarantee must be received by the Company administrator on or prior to the date of expiration of the Guarantee Period. To assist in claims processing, the home inspection report issued by the Company will be considered an addendum to this Guarantee and is incorporated herein by reference.

Guarantee #1: Every **Full Service Home inspection** is covered by this guarantee. If not satisfied, we will pay another company of your choosing (up to the amount you paid the Company) to perform another inspection providing the same service. This claim must be filed the day of the inspection. No report will be issued under this claim.

Guarantee #2: If the Company fails to identify and disclose a visible defect during a **Full Service Home inspection** the Company will send someone to fix it at no cost to the Client or the Company will pay up to One-Thousand (\$1000.00) Dollars or refund the home inspection fee, whichever is greater. This only applies to Full Service Home inspections. This Guarantee will only provide coverage for items that are readily visible and accessible at the time of the inspection, that the Company may have missed. Failure to follow company recommendations prior to purchase could void this guarantee.

Guarantee #3: If the Clients contract falls thru for any reason after a **Full Service inspection** is complete, schedule another appointment within Thirty (30) days and get (50%) percent off the home inspection fee only. This only applies to Full Service Home inspections.

Because we are guaranteeing our work, it is very important that the defect found not be disturbed and that we are notified immediately. Do not call a contractor or allow a 3rd party to alter the conditions (except to prevent injury or further damage). If a contractor is needed, we will provide one suitably licensed and insured. Allowing an unauthorized 3rd party to alter the conditions will immediately void coverage under this guarantee.

Exclusions:

<ul style="list-style-type: none">✓ any and all items excluded from the home inspection as identified in the inspection report and agreement✓ any and all secondary and consequential damages related in any way to any Covered Items that are the subject of any claim made to the Company under this Guarantee✓ additional services (termite inspections, mold testings etc.)✓ any item not functional at the time of the home inspection or noted as in need of repair or at the end of their expected service life✓ any item where connecting piping, wiring and/or components were not readily accessible and visible at the time of the home inspection✓ any item that is presented for coverage because it is not in compliance with codes, regulations and/or ordinances✓ substances or adverse conditions such as mold, fungus, toxins, carcinogens, noise, and contaminants in soil, water, and air✓ Items that were functioning normally on the day of the inspection but fail sometime after the inspection (Latent defects)✓ Defects that could not have been discovered at the time of inspection . These include leaks from the roof if there was no rain at the time of inspection	<ul style="list-style-type: none">✓ public or private waste disposal systems✓ any item installed or method utilized to control or remove suspected hazardous substances✓ any defect or damage that is covered by a manufacturer's warranty✓ any loss or damage caused by fire, explosion, smoke, water escape, changes that are not reasonably foreseeable in the level of underground water table, glass breakage, windstorm, hail, lightning, falling trees, aircraft, vehicles, flood, and earthquakes✓ any item which is 20 years old or older✓ any stoppage of water regardless the reason✓ any item damaged due to any potentially hazardous plants, animals or diseases or the presence of any suspected hazardous consequential or incidental damages✓ Any item that has been serviced after the inspection without prior notice to the Company✓ Any items repaired without having contacted the Company first✓ Damages caused by current occupant, movers, or contractors after the inspection
--	--

Procedures for making a claim:

1) **Contact Pro Spex:** If the Company fails to identify a visible defect during a Full Service inspection the client must contact the Company. The Company will then send someone to fix it at no cost to the client. If the Company is unable to fix the visible defect the Client then must file a claim.

2.) **Submitting a Claim:** The client must submit a "Written Notification of Claim Form" which will be submitted to sales@pro-spex.com. This information must be received by Warranty Management LLC. ("WM" - The warranty administrator that manages the claims process on behalf of the Company) prior to the expiration of the Guarantee Period. The Client must send a copy of the purchase addendum, and summary of the issue including the Client's name, phone number where the Client can be reached, the Client's complete address, and a copy of the home inspection report prepared for you by the Company, and photos of the visible defect that was found. All required information must be submitted via email sales@pro-spex.com or by mail. Additional documentation may be requested prior to making a final determination.

Claims will only be processed after all necessary information has been received by WM from the Client and all required documentation must be received within sixty (60) days ("Documentation Period") following the submission of the Claim Form. Failing to provide the required information within the Documentation Period will result in denial of the claim. All claim decisions made will be final. For questions regarding a claim please call 1-844-675-8851.

Failure to follow the inspection recommendations prior to purchase, could void this Guarantee. Copies of purchase addendum, contractor and recommendations prior to purchase may be requested prior to processing any claim. Because we are guaranteeing our work, it is very important that the defect found not be disturbed and

that we are notified immediately. Do not call a contractor or allow a 3rd party to alter the conditions. If a contractor is needed, we will provide one suitably licensed and insured. Allowing an unauthorized 3rd party to alter the conditions will immediately void coverage under this guarantee.

Send all required documentation/information to:

Email: sales@pro-spex.com

Phone: 844*675*8851