



## **UPDATED JUNE 2025**

Please read and review our terms and conditions associated with our company guarantees and policies. Signing a contract with us and paying for our services means the customer acknowledges and accepts the terms and conditions and our company policies. The customer accepts and will perform their due diligence, as expressed below, in order for any guarantee to be valid for the 10 year timeframe which starts when the service is completed and paid in full. The customer also agrees to our terms and conditions associated with our Returns and Refund Policy. We reserve the right to refuse service to anyone. These terms and conditions and company policies may change at any time without notice.

### **10 Year Clog-free Downspout Guarantee**

Our Shield Pro Custom Gutter Guards, that are made-to-order in our facility, come with a "10 Year Clog-free Downspout Guarantee" when installed on our new seamless gutters or on an approved gutter system that is currently installed on your home or business. This approval is deemed by the estimator when visiting the site for an estimate on installing our Custom Gutter Guards. If we feel our Custom Gutter Guards would not be able to perform their proper function due to the current state of your gutter system, we simply will not give you a quote or we can look at the option of a new gutter system that will meet the requirements for us to continue to install our Custom Gutter Guards.

We can guarantee for up to 10 years after the installation date that you will not have any issues with your downspouts clogging if the low-maintenance requirements have been kept in that timeframe. With some homes or businesses having in-ground draining systems connected to their downspouts we have no way to verify their current condition or if they are filled with materials, debris or foreign objects. For this reason our guarantee only covers your downspouts from clogging and not your in-ground drainage system.

We do not claim that our Shield Pro Custom Gutter Guards are a no-maintenance item. We do not claim that our Shield Pro Custom Gutter Guards will keep 100% of materials, debris or foreign objects out of your gutter system. Like most components on your home or business, our Shield Pro Custom Gutter Guards require low-maintenance which must be kept for the 10 Year Clog-free Downspout Guarantee to be valid. The customer accepts full responsibility for these low-maintenance requirements by either fulfilling these obligations themselves during the 10 year span or hiring us to fulfill them. These requirements are ensuring leaves, debris, materials or foreign objects are not obstructing the flow of water from the roof over our Custom Gutter Guards into the gutter system. Failure to uphold these low-maintenance requirements could cause our Custom Gutter Guards to not perform their proper function and cause your downspouts to potentially clog. If this negligence occurs during the 10 year period from

the time of purchase and installation, you will be charged a service call fee for us to take care of the problem at the current service call rate. If the customer can prove they have done their due diligence by upholding the low-maintenance requirements for our Custom Gutter Guards, then the service call will be free of charge to take care of the problem. Hiring our company to 100% take care of these low-maintenance requirements will 100% validate the guarantee during the 10 year span.

In some cases of extremely heavy rain and adverse weather conditions or on buildings with steeper pitched roofs, it is possible that the rain water running down the roof and onto the gutter guards may run over the face of the gutter. This does not mean that our Shield Pro Custom Gutter Guards are not performing their proper function but is a possibility the situation may occur. Due to the variety of roof pitches and roofing materials used on homes and businesses we do not claim that this situation is avoidable with our Custom Gutter Guards.

This guarantee is not valid if the customer, weather or any outside force damages the gutter system, our Custom Gutter Guards and attached components until the damages have been fixed or replaced.

### **10 Year Leak-free Seam Guarantee**

Our seamless gutters are manufactured on site, with our roll forming gutter machine. The gutters we make come with our "10 Year Leak-free Seam Guarantee" when installed on your home or business. Any location in the gutter system that has a seam that needs sealed with sealant is covered with our guarantee. These seams include any inside and outside miter that is riveted and sealed with sealant, any joint that is sealed with sealant and any end cap that is crimped and sealed with sealant. We can guarantee for up to 10 years after the installation date that you will not have any issues with leaks at these seams if the regular maintenance requirements have been kept in that timeframe

We do not claim that our seamless gutters are a no-maintenance item. Like most components on your home or business, our seamless gutters require regular maintenance which must be kept for the 10 Year Leak-free Seam Guarantee to be valid. The customer accepts full responsibility for these regular maintenance requirements by either fulfilling these obligations themselves during the 10 year span or hiring us to fulfill them. These requirements are ensuring that leaves, debris, materials or foreign objects are not filling the gutters. Failure to uphold these regular maintenance requirements could cause our gutters to not perform their proper function and cause any of the sealed seams to leak prematurely. If this negligence occurs during the 10 year period from the time of purchase and installation, you will be charged a service call fee for us to take care of the problem at the current service call rate. If the customer can prove they have done their due diligence by upholding the regular maintenance requirements for our seamless gutters, then the service call will be free of charge to take care of the problem. Hiring our company to 100% take care of these regular maintenance requirements will 100% validate the guarantee during the 10 year span.

This guarantee is not valid if the customer, weather or any outside force damages the gutter system and attached components until the damages have been fixed or replaced.

## **Payment and Refund Policy**

We accept cash, check, debit card and credit card forms of payment. Processing fees apply when using payment by card. We also offer financing options through Acorn Financing.

Late fees will be added to the remaining unpaid bill on the 7<sup>th</sup> day past due. The late fee will be an additional \$50 or 5% of the remaining amount to be paid, whichever is greater. This late fee compounds every 7<sup>th</sup> day (i.e. Day 7, 14, 21, etc.) until the remaining balance with the additional fees is finally paid. If the remaining bill is left unpaid by day 10, with no further correspondence or action taking by the customer paying their outstanding bill, we reserve the right to proceed with placing a lien on the property in accordance to state law to recoup the unpaid balance and any accrued late or additional fees.

All refunds will be made within 5 business days. If a credit or debit card was charged, you will see the refund on the card. If a check or cash payment was used, you will receive a business check by mail. We reserve the right to refuse any form of refund to a customer for any reason at our discretion.

If a customer cancels a job after contract signing and payment, but prior to us ordering materials or manufacturing any products associated with their specific job and contract, we will refund them the amount paid minus our current service call rate. This is to accommodate for our time and work spent in relation to taking care of the customers quote and work orders being produced.

If a customer cancels a job after contract signing and payment, and we have already ordered materials or manufactured any products associated with their specific job and contract, we will refund them the amount paid minus the retail and materials costs and labor spent. This is due to our material orders through our supplier being a non-returnable custom order.

Our Shield Pro Custom Gutter Guards, that are made-to-order in our facility, are a non-refundable item once produced. If we fill a customer's order for our Custom Gutter Guards and manufacture them in preparation for their project before the customer cancels, then they will be charged the retail cost for the goods produced at the current price, which will be reflected in the refund. The goods produced still remain the property of Shield Pro Seamless Gutters & Guards. Only Certified Licensed Installers are allowed to order, sell, install, store and use our Shield Pro Custom Gutter Guards.

## **Referral Payment Program**

Individuals may receive up to \$500.00 (USD) for any submitted lead referrals that convert to a closed sale. Self referrals do not qualify for our referral payment program unless otherwise stated on promotional material, only submitted referrals of individuals outside your immediate household would

qualify. Individuals will receive payment in \$20.00 increments nearest 5% of the gross contracted project pricing, or \$500.00 (whichever is the lesser amount), on any submitted project referral leads that convert to a sale. For example: A \$3,280.00 contracted project would yield a 5% gross referral payment of \$160.00. All referral payments will be in the form of a prepaid Visa card. All referral payments will be paid out in full once the submitted referral's contracted project is 100% completed and paid for in full. All referrals must be submitted on our website through our online referral form to qualify for our referral payment program for individuals to receive payment. We reserve the right to refuse referral payment to individuals for any reason at our discretion as circumstances dictate.