



## Customer Warranty Program

Effective Date: January 2026 | Version 1.0

TruEdge Paintworks stands behind the quality of every project we complete. Our Customer Warranty Program is designed to give homeowners and commercial clients lasting confidence in our workmanship and materials. The following tiers outline the coverage, inclusions, and terms associated with each plan.

### At-a-Glance: Warranty Tier Comparison

Feature	1-Year Basic	3-Year Standard	5-Year Premium
Coverage Duration	12 months	36 months	60 months
Peeling & Flaking	✓	✓	✓
Bubbling & Blistering	✓	✓	✓
Fading (UV Protection)	Limited	✓	✓ Enhanced
Touch-Up Labor	—	✓	✓
Annual Inspection	—	✓	✓ Priority
Color Match Guarantee	—	✓	✓ Lifetime Match
Surface Prep Coverage	—	—	✓
Transferable	—	—	✓
Priority Response	—	—	✓ 48-hr

✓ = Included | Limited = Partial coverage as described in tier detail below | — = Not included

## Tier 1: 1-Year Basic Warranty

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### 1-Year Basic Warranty

Coverage Period: 12 Months from Project Completion Date

- **Workmanship Guarantee:** Full coverage for defects directly attributable to TruEdge application techniques, including improper brushwork, roller marks, uneven coverage, and drips or runs.
- **Peeling & Flaking:** Any paint that peels, chips, or flakes from properly prepared surfaces within 12 months will be repaired or repainted at no cost to the customer.
- **Bubbling & Blistering:** Coverage for bubbling or blistering caused by application error on surfaces that were dry and free from moisture at the time of painting.
- **Fading (Limited):** Coverage for visible, premature fading exceeding normal weathering expectations, applicable to exterior coatings only, within the first 6 months.
- **Materials Used:** Defects arising from manufacturer-certified paint products supplied by TruEdge are covered. Customer-supplied materials are excluded.
- **Service Response:** Warranty service requests will be addressed within 10 business days of written notification.
- **Exclusions:** Normal color fade from UV exposure beyond 6 months, damage from extreme weather events, moisture intrusion due to structural issues, customer-applied touch-ups, surface preparation failures caused by pre-existing conditions not disclosed prior to project start.

*Ideal for: Smaller interior projects, rental properties, or customers seeking baseline protection.*

## Tier 2: 3-Year Standard Warranty

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### 3-Year Standard Warranty

Coverage Period: 36 Months from Project Completion Date

- **All 1-Year Basic Coverages:** Includes all protections listed under the 1-Year Basic Warranty for the full 36-month term.
- **Extended Fading & UV Protection:** Full fading coverage for exterior surfaces for the entire 3-year period. Paint systems must be TruEdge-approved exterior-grade products.
- **Touch-Up Labor Coverage:** Minor touch-up labor (up to 4 hours per claim, maximum 2 claims per year) included at no charge for areas covered under this warranty.
- **Annual Inspection:** One complimentary on-site inspection per year conducted by a TruEdge representative to assess coating condition, identify early issues, and document surface integrity.
- **Color Match Guarantee:** TruEdge guarantees color-matched touch-ups that blend visually with the original painted surfaces for the full warranty period.
- **Mold & Mildew Resistance:** Coverage for mold or mildew growth on painted surfaces when TruEdge-specified mold-resistant coatings were applied as part of the project.
- **Caulking & Sealing:** Caulking applied by TruEdge around windows, doors, and trim is covered for failure due to improper application for up to 36 months.

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- **Service Response:** Warranty service requests will be addressed within 5 business days of written notification.
  - **Exclusions:** Damage from physical impact, vandalism, intentional misuse, structural settling or movement beyond normal tolerances, re-painting by non-TruEdge personnel without written authorization, failure due to substrate issues not identified during the original site assessment.
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*Ideal for: Primary residences, commercial interiors, and mid-scale commercial exteriors requiring ongoing peace of mind.*

## Tier 3: 5-Year Premium Warranty

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### 5-Year Premium Warranty

Coverage Period: 60 Months from Project Completion Date

- **All 3-Year Standard Coverages:** Includes every protection listed under the 3-Year Standard Warranty for the full 60-month term.
  - **Enhanced UV & Color Retention:** Premium coverage for color retention and UV degradation on all exterior coatings. Covers noticeable fading, chalking, and sheen loss throughout the full 5-year period.
  - **Surface Preparation Coverage:** Warranty covers failures attributable to surface preparation performed by TruEdge, including priming, sanding, patching, and power washing of painted substrates.
  - **Priority 48-Hour Response:** All warranty service requests receive a guaranteed site assessment within 48 business hours of written notification, with repair scheduling within 5 business days.
  - **Annual Priority Inspection:** Two comprehensive on-site inspections per year. Inspections include written condition reports provided to the customer with photographic documentation.
  - **Lifetime Color Match Guarantee:** TruEdge will maintain records of all paint formulas used on the project and guarantee color-matched touch-ups even after the warranty expires, provided the same product line remains available from the manufacturer.
  - **Transferable Coverage:** The 5-Year Premium Warranty is fully transferable to a new property owner within the warranty period. Transfer requires written notification to TruEdge and a brief re-inspection at a nominal administrative fee.
  - **Caulking & Joint Sealant:** Extended coverage for all caulking and joint sealants applied by TruEdge, including expansion joints on commercial exteriors, for the full 60-month term.
  - **Substrate Protection:** Where TruEdge has performed or coordinated preparatory work (including wood rot repair, patching, or priming), coverage extends to substrate failure resulting from our prep work.
  - **Recoat Scheduling Assistance:** At the end of the warranty term, TruEdge will provide a complimentary assessment and priority scheduling consultation for future recoat or maintenance painting services.
  - **Service Response:** Priority 48-hour response for assessment; repairs scheduled within 5 business days.
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- **Exclusions:** Structural failures, acts of nature (fire, flood, earthquake, hail), alterations made by the customer or unauthorized third parties, damage from chemical exposure not reasonably anticipated, general cosmetic wear beyond covered terms.
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*Ideal for: High-value residential properties, commercial buildings, HOA communities, and clients who want maximum long-term protection and peace of mind.*

## General Warranty Terms & Conditions

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The following terms apply to all TruEdge Paintworks warranty tiers:

### How to File a Warranty Claim

- Submit a written warranty claim via email to [warranty@truedgepaintworks.com](mailto:warranty@truedgepaintworks.com) or by mail to our office.
- Include the original project invoice number, date of completion, a description of the issue, and photographs where possible.
- TruEdge will acknowledge receipt within 2 business days and schedule an on-site assessment per your tier's response timeline.
- Approved claims will be remedied at no cost to the customer using materials and labor consistent with the original project scope.

### Customer Responsibilities

- Customers must notify TruEdge promptly upon discovering a defect. Delayed reporting that results in secondary or compounded damage may affect claim eligibility.
- Painted surfaces must be maintained in a reasonable manner. Neglect, misuse, or unauthorized alterations will void applicable coverage.
- Any repainting, patching, or touching up performed by parties other than TruEdge without prior written authorization will void the warranty on affected areas.
- Customers must allow reasonable access for TruEdge representatives to inspect and perform warranty work.

### Limitations & Liability

- This warranty covers materials and labor costs directly associated with correcting covered defects. It does not cover consequential or incidental damages, loss of use, or any claims beyond the scope of painting services provided.
- TruEdge's maximum liability under any warranty tier is limited to the original contract value of the warranted project.
- This warranty is non-exclusive and does not affect any statutory rights the customer may have under applicable consumer protection laws.
- Warranty coverage begins on the date of final project completion as noted on the TruEdge completion certificate or final invoice, whichever is later.

### Materials & Products

- All warranty coverage applies exclusively to projects where TruEdge-supplied, manufacturer-certified paint and coating products were used.
- Customer-supplied paints, stains, or coatings are excluded from all warranty coverage.
- TruEdge reserves the right to use equivalent products of equal or greater quality when original product lines are discontinued.

### Weather & Environmental Conditions

- Exterior warranties assume surfaces are exposed to normal regional weather patterns. Damage resulting from extreme weather events (hurricanes, hailstorms, flooding, wildfires) is excluded.
- Moisture intrusion originating from roof failures, plumbing leaks, or structural inadequacies is excluded from all warranty tiers.

### Warranty Registration & Agreement

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This warranty is valid upon execution of the project contract and full payment of the agreed project amount. A signed copy of this warranty document will be provided to the customer upon project completion.

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Authorized TruEdge Representative Signature

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Customer Signature

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Date

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Project Invoice Number

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*Questions? Contact TruEdge Paintworks: [warranty@truedgepaintworks.com](mailto:warranty@truedgepaintworks.com) | This document is subject to the laws of the applicable jurisdiction.*