

Warranty Claim Procedure

1. In the event a leak should occur in your roof during the term of your warranty, you must give written notice, preferably on Soprema's Warranty Claim Form (which is available for download at <www.soprema.us/corp-warranties.html>), to Soprema's National Warranty Department, 310 Quadral Drive, Wadsworth, OH 44281-9571, within 30 days after the leak is discovered or in the exercise of reasonable care should have been discovered. Time is of the essence. It is not sufficient to give notice to the roofer who installed the roof and/or to any other department or office of Soprema unless written notice is also given to Soprema's National Warranty Department at the same time.
2. After receipt of a Warranty Claim Form (or other written notice of claim), if Soprema asks to walk the roof, you must provide Soprema and its designees with free access to your roof, during weekday, daylight hours. If Soprema determines that the complained of leak or condition is a "warranted leak" (this term is defined in your warranty) or a condition that is covered by your warranty, then Soprema's sole and exclusive liability and obligation to you shall be to repair the leak or condition. The method and extent of the repairs shall be at Soprema's discretion. The labor and material required to complete the repairs shall be at Soprema's expense, and the repairs shall become subject to your warranty, but shall not extend the length of the warranty. The cost of exposing the roof, including, for example, removal of all standing water, snow, ice and debris, and the removal and replacement of overburden, traffic surfaces, structures or obstructions placed over or built on or above your roof, shall be your responsibility.
3. If Soprema determines the reported leak or condition is not a warranted leak or covered condition, then Soprema will so notify you. If you are experiencing a leak, as a courtesy to you, Soprema might also indicate the condition(s) it believes could be the cause of the leak and/or the repairs that could be necessary to remedy the leak. Such communication, if made, shall be an expression of opinion only and does not modify your warranty or create a new warranty, express or implied. If a reported leak is not a warranted leak, it is your responsibility and obligation to repair the condition causing the leak within 21 days of notice (or such longer time agreed to by the National Warranty Department in writing). Any repairs to the roof must be made by an "authorized roofer" (this term is defined in your warranty). If you fail to repair the condition causing the leak within this 21-day time period, or if any roof repairs are not made by an authorized roofer using methods and materials approved by Soprema's National Warranty Department, all of Soprema's obligations under your warranty shall automatically and immediately terminate as a result. If the reported leak is not a warranted leak, Soprema reserves the right to invoice you for the reasonable cost of its investigation, including any related travel and lodging expenses, as well as any charge incurred with respect to any roof assessment report. If an invoice is sent and you fail to pay the invoiced costs in full within 30 days after invoice date, all of Soprema's obligations under your warranty shall automatically and immediately terminate as a result.
4. A notice of claim must contain a reasonably detailed description of the problem being experienced that you believe gives rise to a claim. You are urged to send the notice of claim by certified mail, return receipt requested, or by reliable overnight carrier so you have proof of date of delivery. Alternatively, the National Warranty Department may be contacted by telephone at (330) 334-0066, or, toll free, at (800) 356-3521. To constitute a valid claim, however, any potential claim discussed over the telephone must be followed within three business days by a reasonably detailed written description of the problem giving rise to the claim, mailed to Soprema at the address provided above or sent by facsimile to a number that will be provided by Soprema upon request.