



James Summers
28238 N 67th St
Cave Creek, AZ 85331

Dear James Summers,

Thank you for giving Lyons Roofing the opportunity to be your roofing contractor of choice. We take your decision very seriously and value your business. We place a great importance on providing you and your family with the highest level of customer service, quality workmanship and professionalism. We sincerely hope that you were satisfied... no ecstatic, with every aspect of your experience with our company.

We want to exceed your expectations and here at Lyons Roofing we take customer satisfaction very seriously. In order to continue to improve we need your help. We would greatly appreciate your feedback, good, bad or ugly. A customer from Chandler expressed on her questionnaire, "Outstanding...more like small businesses used to be, which I haven't seen in a long time."

After your Project Manager, Johnny Jacobo, completes your final walk you will receive an email with a link to the survey. By completing this you are helping us to continually find new ways to improve our service to you, your family and others you refer to us. Be assured we personally read every single reply we receive. Your input is valuable and appreciated.

Enclosed are your workmanship and manufacturer warranties*. Please read the warranties carefully and store them in a safe place.

We thank you for the opportunity to have served you and look forward to future business we may do with you and your referrals. And keep in mind we will send you \$100 for anyone you refer us to who purchases a new roof.

Sincerely,

Paul & Rhonda LaNue

*Warranties are valid upon receipt of final payment

Creating Customers for Life

www.lyonsroofing.com



LYONS PRIDE LIMITED ROOF WARRANTY

L-ROC 205554

For 28238 N 67th St, Cave Creek, 85331

James Summers
28238 N 67th St
Cave Creek, AZ 85331

On 2/18/2017 LYONS ROOFING completed the roofing project at the above address. This document is your Lyons workmanship warranty. The manufacturer(s) "Limited Warranties" are also enclosed (if applicable).

Your LYONS PRIDE Warranty will cover repairs, at no charge, for any roof leaks* that occur within the warranty period resulting from faulty materials or workmanship, up to and including;

February 2027 on T-Tile R&R

This is a Limited Warranty. This warranty will not apply if the damage is the direct or indirect result of a) acts of God or natural causes such as, but not limited to, lightning, hail, gale force or other strong winds not to exceed 8 on the Beaufort Scale, floods, hurricanes, tornadoes, wind launched debris or earthquakes; b) fire; c) accidents; d) vandalism; e) negligence, misuse, or failure to provide reasonable maintenance to the roof; f) structural defects or other excessive building movement; g) lack of positive drainage; h) application of solvents or petroleum distillates such as but not limited to xylene, toluene, or gasoline; i) excessive or negligent traffic or storage of materials upon the roof; j) damage to the roof caused by installation of a sprinkler system, water or air conditioning equipment, radio or television antenna, frame work for signs, water tower or other installation on the roofing membrane without prior written approval of Lyons Roofing Inc. In addition, we will not be responsible for interior damage resulting from leaks; k) warranty is valid upon receipt of final payment.

*Recoats: Recoats are a maintenance procedure only. Warranty is limited and exclusive to work performed by Lyons Roofing. The foam portion of your roofing system is the waterproofing component of the system. The coating is a subblock to protect the foam from harmful UV exposure. Coating procedures do not come with a "no leak" warranty.

Your LYONS PRIDE Residential Warranty Transfer is available one time only and must be done within 90 days of the transfer of the deed when you sell your property. Please call our office to request your Warranty Transfer Inspection (charges apply) and your transfer certificate.

Should your roof leak during the warranty period, please call us immediately at 602-276-5515.

Thank you for your confidence.

Respectfully submitted,
LYONS ROOFING

Paul LaNue
CEO

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