Roof Maintenance Program

MALLARD HOME SERVICES
ELEVATE YOUR ROOF



Affordable Lifetime Maintenance for Your Roof

Members save $1500+ per year before they even need repairs performed

Our Industry-Leading Approach to Preserving the Life of Your Roof Saves You Money, Stress, and Anxiety from the Unknown.

Any Roof - Any Age - Any Material

For just $2.74 per Day

Cheaper than a cup of coffee a day

Rest easy knowing your roof is maintained, documented and protected year-round by one of the areas top roofers

- **Semi-Annual Tune Ups** - Two seasonal tune-ups per year with full roof inspections, gutter cleaning and a detailed photo report of what was done and should be kept an eye on.
- **No-Charge Repairs** - All everyday wear-and-tear repairs are covered: damaged shingle replacements, resealing vents and stacks, re-securing or replacing metal components, and more.
- **At-Cost Quotes** - For any repairs that exceed the annual allowances or are not covered, we provide program members with a quote for repairs that just covers the actual costs. Program members pay what we pay for non-covered expenses.
- **2-Day Service Scheduling** - Priority service within two business days, backed by a month's credit if we miss that window. We don't FIT you in, we SCHEDULE you in.
- **50% New Roof Credit** - Your roof's remaining life will be greatly extended on the program but when repairs are no longer an option, half of your membership fees are credited toward a new roof when replacement becomes necessary.
- **Preventative Maintenance** - Routine visits by our crew help to identify and treat common issues which, when left unattended to, can cause issues, such as moss treatment, debris removal, and more to extend your roof's life and keep it looking good.

... and More!

Protect Your Roof & Your Wallet

JOIN NOW

MORE INFO MallardHomeServices.com

(647) 390-3825

CELEBRATING 10+ YEARS

Mallard Home Services Roof Maintenance & Warranty Program

Terms of Service Agreement

This Terms of Service Agreement ("Agreement") is entered into between Mallard Home Services ("Company") and the undersigned homeowner ("Customer"). The Agreement sets forth the terms under which the Customer will participate in the Roof Maintenance & Warranty Program ("Program") for the Customers residential property ("Property").

1. Program Overview

The Program provides preventative roof maintenance and coverage for ordinary wear-and-tear. During the membership term the Company will perform semiannual roof tune-ups, including inspection, eavestrough cleaning and a detailed photo report of the roof condition. Minor repairs of shingles, flashing, vent penetrations and sealant are included, and members enjoy priority scheduling. Where a covered condition causes shingles to crack, loosen or blow off or caulking to wear out and leak, the Company will repair or replace the affected roof components at no additional charge. Members also have access to a two-business day response guarantee; if urgent service takes longer than two days for us to start work, the Company credits a month of coverage. Each membership year includes replacement of up to 100 square feet of shingles and up to 10 linear feet of flashing repair, as well as resealing of vents and nail holes. For work outside normal wear and tear, the Company will perform repairs at its cost with no profit markup. If the roof suffers major damage from an insured peril, the Company will document the damage, assist with the insurance claim and communicate with the insurer on the Customers behalf if permitted to. Should a full roof replacement become necessary during the Program, half of all membership fees paid to date will be credited toward the cost of the new roof as a loyalty benefit.

2. Eligibility and Initial Inspection

The Program is designed for roofs that are in serviceable condition and not in need of major repair or replacement from the start of enrollment. Within ten (10) days of enrollment the Company will conduct an initial inspection to verify eligibility. If the roof is deemed ineligible due to extensive deterioration or structural issues, the Company reserves the right to cancel the membership within this period, refunding 100% of fees paid to that point. The Company may propose that the Customer complete specific repairs at a reduced cost as a condition of membership. If the Customer declines, the membership will be canceled and any payments refunded and the roof ineligible until the roofs condition has been improved enough for our life-extending warranty to be effective.

3. Membership Term, Pricing and Billing

Pricing: The annual Program fee is $1,000 for a single-family home. Customers may choose to pay monthly at $83.33 per month; there is no surcharge for monthly payments. Monthly payments are processed via third-party payment processor. It is the customer's responsibility to notify our company if a credit card needs to be updated.

Payment at Signup: At enrollment, Customers paying monthly must pay the first month and last months fee ($166.66) in advance. Customers electing annual billing must pay the full annual fee at signup.

Automatic Billing. Monthly customers authorize the Company to automatically debit the monthly fee from a designated payment method. Annual memberships renew automatically for successive one-year periods unless canceled. The Program has no set end date; membership continues until canceled or a roof replacement is performed.

Price Adjustments: The Company may adjust the Program price to reflect material or cost changes. Existing members will not experience price increases unless the Program offering materially changes; any adjustments will be communicated at least thirty (30) days before becoming effective.

4. Services Provided

Semi-Annual Tune-Ups: The Company will perform roof tune-ups twice per year (spring and fall), including inspection, eavestrough cleaning, minor debris removal, and treatment of moss or algae as needed. A written photo report will be provided after each visit, highlighting any findings and recommended actions.

Wear-and-Tear Repairs: The Program covers normal deterioration of shingles (and other roof covering materials), flashing, caulking and around vents. The Company will repair or replace damaged shingles (up to 100 sq.ft. per membership year) and repair up to 10 linear feet of flashing, vent boots or similar components per year. Caulking and sealing around penetrations will be maintained as needed. Minor leak repairs caused by aging materials are included.

Priority Service: Members receive priority service responses. For non-urgent issues, the Company will schedule service within two (2) business days; if it takes us longer to get to the roof, the customer will receive a credit of one month of Program fees.

At-Cost Services: Repairs outside the scope of ordinary wear-and-tear (e.g., damage caused by pests or third parties) will be offered at cost with no markup, subject to the Customers approval before the work proceeds.

Insurance Claim Assistance: In the event of insured damage (e.g., severe wind, hail or impact), the Company will inspect the roof, produce a report with photos, and communicate with the insurer or adjuster as requested. Our involvement in the process does not guarantee that the insurance company won't elect to have a different company perform the work that they have a working relationship with. The Customer is encouraged to recommend our Company perform the work to help ensure the Program can continue to be used and their accumulated Replacement Credits redeemable.

Replacement Credit: If the roof must be replaced during membership, fifty percent (50%) of all Program fees paid during the present roof will be credited toward the purchase of a new roof installed by the Company.

Documentation & Advice: After each visit or repair the Company will furnish a Roof Photo Report and recommendations. The Customer may consult the Company at any time regarding roofing concerns or manufacturer warranty questions. In rare cases the Company may not have a report available to present, this does not constitute a failure in the Program and the Company will work with the customer to try and gather/present the requested information.

5. Customer Responsibilities

Property Access: The Customer shall provide safe access to the roof and eavestroughs and remove obstacles that impede inspection or repair. The Customer must maintain the property in compliance with applicable safety standards and local codes.

Cooperation: The Customer agrees to notify the Company promptly of any suspected roof problems or leaks and to schedule service visits when needed. Unreported issues that worsen due to delay may be excluded from coverage.

No Unauthorized Work: The Customer shall not allow unapproved DIY or third-party work on the roof. Installing or modifying rooftop elements (such as antennas, skylights, solar panels, sun tunnels or lighting fixtures, etc) without the Company's written consent may void coverage. We're not saying you can't change the above items, we just need to make sure if you need our help in doing so, we are able to schedule it in.

Roof Modifications: The Customer shall not knowingly neglect or damage the roof or ignore Company advice to replace failing roof components. Acts of negligence or intentional damage are excluded from coverage.

Payment: The Customer must keep payment information current and ensure timely payment of Program fees. Failure to pay may result in termination as described in Section 8.

Compliance: The Customer shall follow reasonable instructions given by the Company to preserve the roof, including removing seasonal decorations or remedial actions recommended by the Company.

Landlords: Those with tenants should ensure their renters are aware of the Program and the Company and that some visits our company makes to the roof may not be scheduled in advance or as much notice as the renter may otherwise be expecting or agreed to be given. The Company will make a reasonable effort to not perform any routine visits at times which would seem unreasonable (early morning or late night for example) however the Customer should relay to the Company any special timing requests. Typically, or technicians work exclusively on the exterior or the building and will make arrangements in advance if interior access (such as the attic) is needed.

6. Covered Items

The Program covers repair or replacement of standard residential roofing components damaged by normal weathering/wear: (a) asphalt, fiberglass, composite, rubber or metal shingles; (b) minor sections of flashing, drip edges and valleys; (c) standard roof vents, pipe boots and similar penetrations; (d) eavestrough cleaning (semi-annually) and minor gutter sealing; (e) caulking, sealants and nails; (f) ice dam clearing (twice maximum) ;and (g) minor leak repairs. Preventative maintenance tasks such as moss removal, trimming overhanging branches and clearing debris are generally included if they present a current or anticipated future issue for the roof performance, as determined by the Company.

7. Exclusions

The Program does not cover:

Extreme Events: Damage from storms, hail, lightning, fallen trees, fire, impact or other insured perils.

Pre-Existing Conditions: Damage or leaks existing before enrollment or disclosed during the initial inspection.

DIY or Third-Party Work: Unapproved repairs or modifications by the Customer or other contractors.

Seasonal Decorations: Damage caused by installations such as holiday lights or decorations improperly affixed to the roofing system.

Ice Dam Issues - Known Cause Provision: Ice dam service is included under the warranty for up to two (2) callouts per calendar year. If an underlying cause for recurring ice damming is identified and the Customer elects not to resolve the issue- whether through our at-cost repair option or an external service provider - the Company will limit coverage to one (1) ice-dam-related callout per calendar year until such cause is remedied. Additional callouts beyond this limit may be subject to standard service rates.

Structural Deficiencies: Replacement or repair of roof decking, rafters or trusses if deteriorated; interior or collateral damage (e.g., ceilings, drywall, paint or flooring) resulting from leaks.

Acts of Negligence: Damage arising from the Customer's intentional or negligent conduct, failure to follow Company recommendations or failure to allow inspections.

Manufacturer Defects: Material defects that fall under a manufacturer warranty. We can assist the Customer in resolving these matters with the manufacturers but it is the responsibility of the Customer to administer the claim.

Non-Standard Components: Specialized glass skylights, solar panels, sun tunnels and proprietary membrane systems; multi-layer roofs or roofs in extremely poor condition may be deemed ineligible.

Other Exclusions. Any element specifically excluded in writing by the Company following inspection. The Company may quote repairs at cost or refer a specialist for excluded items. Any repairs not intended to be preformed by the Company but referenced in quotes or recommendations will not be at-cost. Under no circumstances is the Company expected to pay out of pocket for repairs by third-parties.

8. Cancellation and Termination

Minimum Commitment: The Customer commits to a minimum twelve (12)-month membership; voluntary cancellation is not permitted during this period. After twelve months the Customer may cancel at any time upon thirty (30) days written notice before the next billing date.

Notice of Cancellation: After the initial term, the Customer may cancel by providing thirty days written notice via email or letter. The Company will apply the prepaid last-month deposit to cover the final thirty days and will stop recurring billing.

Refunds: Except for the last-month deposit, fees already paid are non-refundable. For annual memberships, the Company will refund unused full months beyond the thirty-day notice period after the initial twelve months. Prepaying a annual membership and cancelling prior to the end of the years coverage will not result in a refund.

Termination for Non-Payment: If any monthly fee is thirty (30) days past due, the Company may terminate the membership and apply the held deposit to the missed payment. Re-enrollment requires payment of all amounts owed and may involve a new inspection if enough time has lapsed or if it is believed that the condition of the roof has changed significantly from when it was last under coverage.

Company-Initiated Cancellation: The Company may cancel or non-renew the membership for cause, including abuse of the Program, unauthorized roof work or significant changes in roof condition beyond the Program scope. In such cases the Company will refund the last-month deposit and any pro-rated unused fees.

10-Day Eligibility Cancellation. If the roof fails the initial inspection, the Company may cancel within ten (10) days of enrollment and refund 100% of fees paid.

9. Transfer of Membership

The Customer may transfer the membership to a subsequent owner of the Property with the Company's consent and following an inspection. The transferee must accept these terms in writing and assume responsibility for future payments. Any unused roof replacement credits may be reset upon transfer.

10. Service Area and Roof Types

The Program is available to homeowners in Fergus, Elora, Guelph, Kitchener-Waterloo, Cambridge, Elmira and surrounding areas of Ontario. If you are unsure if your property is within a coverage area, please inquire.. The Company covers most common residential roofing materials, including asphalt, fiberglass, composite, rubber shingles, metal roofing systems, cedar shake and low-slope membranes, subject to exclusions above.

11. Limitation of Liability

To the fullest extent permitted by law, the Company liability arising under this Agreement is limited to the total amount of Program fees paid in the twelve months preceding the claim. The Company is not liable for indirect, consequential or incidental damages, including interior or collateral damage, mold remediation or loss of personal property, except to th extent such damage results from the Company gross negligence or willful misconduct-. The Customer sole remedy for breach of warranty is repair or replacement of covered roof components at regular price or via third-party in a manner which does not breach this warranty.

12. Governing Law and Dispute Resolution

This Agreement shall be governed by and construed in accordance with the laws of the Province of Ontario and the federal laws of Canada applicable therein. Any dispute arising out of or relating to this Agreement shall be resolved first by discussion with the Company and only failing this, via legal means available in the Province of Ontario.

13. Notices

All notices and requests under this Agreement shall be in writing and delivered by email, in person, or certified mail to the addresses provided by the parties. Notices shall be effective upon receipt.

14. Entire Agreement; Amendment

This Agreement constitutes the entire understanding between the parties concerning the Program and supersedes all prior agreements or representations. This Agreement may only be amended in writing signed by both parties. The Customer may not assign the Agreement without the Company consent. Failure of either party to enforce any term is not a waiver.

15. Acknowledgment and Acceptance

By providing payment towards the program, the Customer acknowledges that they have read and understood this Agreement, have had the opportunity to ask questions, and agree to be bound by its terms. The individual providing payment warrants that they are the owner of the Property or authorized to bind the owner.

ROOF RELIEF MAINTENANCE
WARRANTY

CERTIFICATE OF PARTICIPATION

This certifies that the property below is enrolled in the Roof Relief Maintenance & Warranty Program by Mallard Home Services. Membership provides semi-annual inspections, gutter cleaning, and coverage for normal wear-and-tear roof repairs. Homeowners also receive priority emergency service, inclusive repair allowances, and at-cost pricing for any non-covered work. This certificate confirms active warranty protection as long as membership terms and payments remain current.

Property Covered Under Warranty Program

Member Since

Authorization

MALLARD HOME SERVICES

ELEVATE YOUR ROOF

SAMPLE