



LIFETIME CRAFTSMANSHIP WARRANTY

Touchstone provides Customer with the following exclusive warranties:

1. Lifetime Craftsmanship Warranty. Touchstone shall provide to client a lifetime warranty on the workmanship of all installations and repairs performed by Touchstone for Customer ("Craftsmanship Warranty"). In the event Touchstone's installation or repair workmanship is defective, Touchstone shall remediate such defective workmanship at no cost to Customer, subject to the limitations herein. The duration of this Craftsmanship Warranty shall be for the lifetime of Customer. This Craftsmanship Warranty does not cover defects or failures of equipment, materials, or parts installed by Touchstone, Customer's normal wear and tear, misuse, abuse, modifications, or issues resulting from external factors such as power surges, natural disasters, or pre-existing conditions at Customer's property that cause damage to Customer's electric systems or components.

2. Mechanical & Materials Warranty. Touchstone shall provide to Client a limited warranty on the materials and products installed by Touchstone for Customer ("Materials Warranty"). In the event materials installed by Touchstone are defective, Touchstone shall replace such defective materials at no cost to Customer, subject to the limitations herein. The mechanical warranty on materials and equipment, including performance and durability, remains with the respective manufacturers. This Materials Warranty does not cover failures due to Customer's normal wear and tear, misuse, abuse, unauthorized modifications, or issues from external factors such as power surges, natural disasters, or pre-existing conditions at Customer's property that damage Customer's electrical systems or components.

3. Transferability. Customer may transfer the Craftsmanship Warranty and Materials Warranty to third parties (e.g., subsequent purchasers of Customer's property) upon executing written proof of such transfer and providing such written proof to Touchstone.

4. Warranty Exclusions & Limitations. The Craftsmanship Warranty and Mechanical Warranty are the only two warranties provided to Customer by Touchstone. All other warranties of any kind are disclaimed by Touchstone, including but not limited to any warranties of merchantability, fitness for a particular purpose, and workmanship quality. *Mechanical & Materials Warranty shall be void and unenforceable if any repairs or maintenance are performed upon Customer's electric system or components by any person or company other than Touchstone.* Touchstone shall not be liable for any incidental or consequential damages arising from any defect of any kind. Before Touchstone provides a remedy for Customer under Touchstone's Materials Warranty, Customer shall first file a warranty claim with the manufacturer of any defective equipment or materials. Only after such warranty claim is denied by such manufacturer shall Touchstone's Materials Warranty apply to Customer's equipment or materials installed by Touchstone. All warranty work performed by Touchstone—including Craftsmanship Warranty work and Materials Warranty work—shall be limited in cost to the total amount of money paid by Customer to Touchstone for the services or materials covered under the applicable warranty. Any costs of repair exceeding such amount shall be paid for by Customer.

5. How to Make a Warranty Claim. Customer shall follow the process outlined herein to make a warranty claim:

a. Craftsmanship Warranty. Customer shall call Touchstone using its publicly available phone number or email Touchstone at info@touchstoneelectric.com, outlining the details of the warranty claim. Customer shall provide, at least, proof that Touchstone performed relevant services for Customer and details of the alleged defective workmanship, along with any other documentation Touchstone requires.





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Touchstone shall then respond with a determination of coverage under Touchstone's warranty, and if applicable, begin its warranty work.

b. Mechanical Warranty. Customer shall call Touchstone using its publicly available phone number or email Touchstone at info@touchstoneelectric.com, outlining the details of the warranty claim. Customer shall provide, at least, proof that Touchstone performed relevant services for Customer and any other documentation Touchstone requires. Touchstone will then assist the Customer with filing a warranty claim with the manufacturer of any allegedly defective products or materials.

6. Miscellaneous Terms. This warranty shall not be changed unless such change is in writing and signed by the parties. The law of the state where Touchstone performed the Services governs this warranty, without regard to conflict of law principles, and any disputes arising under or related to this warranty shall be adjudicated in the county within which Touchstone performed its services for Customer. If breach of this warranty results in litigation, the losing party in such litigation shall pay the prevailing party's legal fees and costs. Any ambiguity found in this warranty shall not be construed against the drafter. If any portion of this warranty is found to be invalid, then the remaining, valid shall still be enforceable.

