



## **Our Quality Warranty**

### **We Believe in our Product!**

Basement Partners, Inc. feels that our finished product is at the highest level of quality in the industry. We provide a Full 2-Year Warranty and Limited 5-Year Warranty to our customers to stand behind our statements. In our opinion, this warranty program is second to none in the basement finishing business – just like our product!

### **2-Year “Bumper-to-Bumper” Warranty**

Basement Partners, Inc. provides a full 2-Year warranty to cover any and all defects related to the workmanship or products used in finishing your basement. We will proactively manage this portion of your warranty by scheduling 3 formal walkthroughs during this 2-year period. In addition, you can always contact us for any significant issues that can't wait until one of the scheduled walkthroughs to get resolved. In either case, we will document the issues and get them resolved with our construction team in a timely manner.

### **Scheduled Walkthroughs**

Many warranty support items will be identified during walkthroughs that we proactively schedule with our customers. These include:

- The Final walkthrough – scheduled with the Project Manager at project completion
- The 9-month walkthrough – scheduled by Basement Partners
- The 24-month walkthrough – scheduled by Basement Partners

During these walkthroughs, our construction manager will review any issues you have identified, look for other issues in your basement, fix any items that can be handled immediately, and work to schedule the appropriate construction specialists to come to your home and resolve each issue.

### **5-Year Limited Warranty**

In addition to our 2 year warranty, Basement Partners also provides a limited 5 year warranty for the following “structural” issues that were caused by improper installation and/ or product malfunction.

These items include:

- Exposed and/or cracked drywall seams
- Door sticking and/or latch not catching
- Inoperable switches, outlets, lighting fixtures and/or recurring electrical circuit issues
- Inoperable phone or TV outlets
- Inoperable plumbing fixtures and/or water leaks from installed plumbing
- Carpet re-stretching
- Loose and/or fallen tiles
- Squeaking structural wood basement sub-floors



### **Additional Warranties**

In addition to the warranties we provide, many of our material suppliers also provide warranties for their products. We will provide you with product warranty information at the time of closing and will always assist you in any way possible with obtaining assistance for your manufacturer warranties.

### **Limitations**

There are some items that our warranty does not cover, including:

- Normal wear and tear that require maintenance (touch up paint, re-caulking, etc)
- Damage not caused as a direct result of BP products or installation
- Damage caused by accidents, house settling, or “acts of God” including wind, water, fire, etc.
- Products not purchased through Basement Partners, Inc.

Our goal is 100% customer satisfaction, so if you ever have a question as to whether an issue is covered under our warranty, don't hesitate to call us at (303) 459-4947 or email us at [warranty@basementpartners.com](mailto:warranty@basementpartners.com).