

**PLEASE HELP US IMPROVE
SIR Inc. CUSTOMER SERVICE SURVEY FORM**

Your First name: JERRY

Date of service: 12-18-14 City and State: BIRASELTON, GA.

	Excellent	Good	Fair	Poor
Office staff was courteous and helpful.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff provided complete, accurate information for you.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A timely response was provided.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our construction team was professional and courteous.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our construction team made you feel safe and were clean.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My overall experience with SIR Inc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please indicate the name(s) of any staff or worker you would like to commend:

ALL WERE GREAT

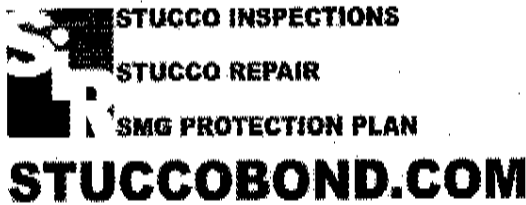
If you feel we fell short in meeting your service expectations, please describe the situation, including the name of the person involved and the date of the incident occurred:

N/A

As a result of your experience with us, what service-related improvement can you recommend?

STUCCO INSPECTION & REPAIR

We thank you for your time; please kindly mail back this form or fax back to **678-866-2524**



SMG# 14-0826

SIR Inc.

9810-B Medlock Bridge Rd, Suite 202
Johns Creek, GA 30097

Home Owner: Jerry Jackson

Address: *4080 Ellison Farm Rd*

City, State and Zip Code: Braselton, Georgia 30517

Annual Service Fee: \$615

Stucco Moisture Guarantee

Subject to the terms and condition stated herein and on the reverse side, for a period of one year from **08/21/14**, this Repair Guarantee provides repairs of moisture damages to the structure and cladding of the above-referenced property caused by water intrusion through the Hard Coat stucco or EIFS system as serviced by Stucco Inspections and Repair, Inc., due to failure of the EIFS exterior cladding or Hard Coat cladding system, including the following components: insulation board, an adhesive and/or mechanical attachment of the insulation board to a substrate, glass fiber reinforcing mesh, metal lath, base coat on the face of the insulation board, and a textured protective finish coat. The structure of the property is defined as the wooden framing behind the cladding. All claims, repairs and replacements to be performed by Stucco Inspections and Repair Inc

This repair Guarantee further provides for the removal and replacement of the stucco by Stucco Inspections & Repair Inc. construction division in order to repair the structure beneath it. Stucco will only be examined for damages if the moisture level behind the cladding is above 28% as measured by Delmhorst probes. The Owner shall have the right to have the moisture level readings verified by an EIMA approved third party inspector at Owners expense. Owner further acknowledges that this Guarantee does not cover repairs made by any person or entity other than Stucco Inspections & Repair Inc. Please note that Stucco Inspections & Repair Inc. is not an insurance company and this Guarantee will be null and void in the event that Stucco Inspection & Repair Inc. is dissolved.

This Guarantee is limited to repairs caused by moisture damages as described; and all repairs must be performed by Stucco Inspections & Repair, Inc. Owner acknowledges that this Guarantee does not cover any damage caused by termites/pests/ mold or water intrusion through rotted exterior wood. Owner further acknowledges that this Guarantee does not cover repairs made by any other person or entity other than Stucco Inspections & Repair Inc.

This Repair Guarantee is issued by Stucco Inspections & Repair, Inc. for the benefit of the Owner listed above on the above listed property. The Guarantee is transferable to any subsequent owner of the property for a fee of \$100.00, with written notice to Stucco Inspections & Repair Inc within 10 days after the closing.

Owner or transferee shall have the option of renewing this Guarantee on an annual basis by having the structure inspected by Stucco Inspections & Repair Inc. on or before **08/21/15**, the making of any necessary repairs (maintenance items) and the payment of the annual SMG fee. The foregoing option to renew the Guarantee is subject to both parties rights to refuse the renewal and to cancel the guarantee by giving advance notice to the other party prior to the renewal date set out above.

Owner must contact Stucco Inspections & Repair Inc. in writing to advise if any structural modifications, alterations or additions that are made to the property. Any renewal accepted by Stucco Inspections & Repair Inc. without proper notification of such modifications, alterations or additions shall cause the Guarantee to be null and void. Stucco Inspections & Repair Inc. shall have the right to inspect the property more than once during the contract time frame with no additional cost to the Owner.

Date

Stucco Inspections & Repair Inc. Stamp and Seal

(Guarantee subject to Additional Terms on Reverse)

Not Valid without official Stucco Inspections & Repair Inc. Stamp and Seal

STUCCO INSPECTIONS & REPAIR, INC.

Stucco Moisture Guarantee

This Stucco Moisture Guarantee between Stucco Inspections & Repair, Inc. and the Owner listed on the front of this Guarantee provides only for the services listed herein. Stucco Inspections & Repair Inc. provides no other implied or express guarantee or services of the Owner. Stucco Inspections & Repair, Inc. and the Owner agree to submit any disputes arising from this Guarantee to mediation with a mutually agreed upon mediator prior to instituting any legal action.

As the provider of this contract Stucco Inspections & Repair, Inc. has the following rights

- The right to inspect the property more than once during the contract time frame (one full year) with no additional cost to the purchaser.
- All structural modifications to the stucco exterior or the roofing (flashing related) must be performed by Stucco Inspections & Repair, Inc. or through an approved, licensed and insured contracting company with prior approval. Only materials approved by EIMA may be used for repairs.
- All normal yearly stucco maintenance items (such as exterior caulking) must be performed by Stucco Inspection & Repairs (reasonable charges to apply) or through an EIMA approved, licensed and insured contracting company. Only materials approved by EIMA may be used for repairs. Owner acknowledges that if necessary annual maintenance items are not performed, that this Guarantee shall be null and void.

The contract only provides the services listed above. The following items are not covered by this contract:

S.S.
initials

Any maintenance items, not provided for under the Stucco Moisture Guarantee. Rights, including but not limited to caulking of windows, doors, and all stucco penetrations, repair and replacement of rotted exterior wood or trims and painting. Purchaser to pay for all items in this category.

S.S.
initials

Cracks or stucco discoloration or any damages caused by settlement.

K.S.
initials

Any stucco bulges, cracks or loose cladding unless caused by moisture or replacement of current system with other type systems.

S.S.
initials

Building code issues that may be found by a building code inspector or other stucco inspection companies, such as expansion joints, backer rods.... This is a moisture damage contract and not a building code guarantee.

S.S.
initials

Damages to the interior of the dwelling or personal property. Removal or clean up of any kind of toxic or non toxic mold inside or outside. This is not a mold Guarantee.

S.S.
initials

Damages and water intrusion to the structure caused by birds (e.g. woodpecker), negligence by persons or entities other than Stucco Inspection & Repair, Inc. (e.g. owner backing out of the garage), natural disasters and water intrusion through rotted door or windows or any exterior wood or trims. Owner to repair all rotted exterior wood at own expense.

S.S.
initials

Reimbursement for stucco inspections or any repairs performed by any other company. All claims, repairs and replacements to be performed by Stucco Inspections and Repair Inc.

S.S.
initials

Any other portion of the property/exterior finishing system (Brick, Siding..) not provided for in this Guarantee. Decks or sunroom supports and structures such as, stucco posts, stucco arches, wooden posts or any support under balcony, deck, porch or sunroom not provided for in this Guarantee. Leaks or rust spots through chimney caps not provided for in this Guarantee. Leaks through tile, stone or concrete porches, patios or decks.

S.S.
initials

Any termite damages or any prevention of termite intrusion. This is not a Termite Warranty/Guarantee. This is not a building code Guarantee.

S.S.
initials

Purchaser or Purchaser's Agent

Date

Co-Purchaser or Co-Purchaser's agent

Date

Ray Jackson 12-21-14
Purchaser or Purchaser's agent name

Co-Purchaser or Co-Purchaser's agent name

Guarantee not Valid without purchaser's initials and signature