

BUILT RIGHT · BACKED FOR LIFE

Lifetime Roof Protection Guarantee

Plain-language coverage summary for homeowners, websites & contract packets



OUR WORKMANSHIP PROMISE

If the roof we installed develops a problem caused by our workmanship — and the guarantee has been maintained as required — we will repair the covered workmanship defect at **NO LABOR COST FOR AS LONG AS YOU OWN YOUR HOME.**

LAYER 1 • MANUFACTURER

CertainTeed Material Warranty

Coverage on the shingles themselves, direct from CertainTeed.

LAYER 2 • THE HELPING CO.

Lifetime Workmanship Guarantee

Our guarantee on the installation — for as long as you own the home.

What Is Covered

- ✓ Complete roof replacement projects performed by The Helping Company LLC.
- ✓ Defects caused solely by THC installation labor — improper fastening, flashing, or sealing.
- ✓ Applies to roofs installed with the **CertainTeed Landmark Series**, our first-choice shingle.
- ✓ Repairs to restore the affected workmanship area; replacement materials of like kind & quality where reasonably available.
- ✓ Coverage begins on the effective completion date and stays active while the eligible homeowner owns the property.

What Is Not Covered

- ✗ Roofing materials or manufacturer product performance (handled by the manufacturer's written warranty, if any).
- ✗ Storm, wind, hail, tornado, hurricane, lightning, flood, fallen tree, ice dam, snow load, fire, or other Acts of God.
- ✗ Structural movement, foundation settlement, improper attic ventilation, condensation, neglect, lack of maintenance, vandalism, animal or pest damage.
- ✗ Third-party repairs, alterations, roof penetrations, solar, satellite, HVAC, plumbing, electrical, or damage by other contractors.
- ✗ Interior, incidental, consequential, loss-of-use, attorney-fee, or similar damages, to the fullest extent permitted by law.

Keep Your Coverage Active

- ✓ Register the warranty within **30 days** of completion.
- ✓ Report suspected leaks or workmanship defects in writing within **30 days** of discovery.
- ✓ Allow THC to inspect and complete any covered repair before another contractor performs work.
- ✓ Maintain the roof, gutters, drains, and surrounding areas in reasonable condition.
- ✓ Complete the free THC roof inspection at least once every **three years**.
- ✓ Notify THC before any roof alteration, penetration, solar, satellite, HVAC, plumbing, or electrical work.

Claims & Transfer

- ✓ **Claims:** send written notice to THC describing the suspected workmanship defect and its location, and provide access for inspection.
- ✓ **Transfer:** may be transferred one time to the next owner if requested in writing within **60 days** of sale — subject to THC approval, a transfer inspection, and any applicable fee.
- ✓ **Storm damage:** workmanship coverage does not apply, but THC will inspect storm damage and help you file a properly scoped insurance claim.

HOW TO FILE A WORKMANSHIP CLAIM

1 Notify us — call, email, or send written notice within 30 days of noticing the issue.

2 We inspect — provide access so we can assess the area before any other work.

3 We repair — confirmed workmanship defects are repaired at no labor cost.

Important: This one-page insert is a plain-language summary only. It does not replace, expand, or modify the full written Lifetime Roof Protection Guarantee. The full signed guarantee — including all definitions, exclusions, homeowner responsibilities, limitations, and Pennsylvania-law provisions — controls.

THE HELPING CO.
 EXTERIORS · ROOFING · RESTORATION
Built right. Backed for life.

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 PA HIC #149251 · IICRC Master · HAAG Certified



Scan to register or get a free inspection