LIMITED WARRANTY 5 YR · 1 YR

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CERTIFICATE OF WARRANTY

LIMITED WARRANTY

5 YEARS RESIDENTIAL INTERIOR · 1 YEAR COMMERCIAL & EXTERIOR

PRODUCT & LABOR · EPOXY BASE + POLYASPARTIC TOPCOAT FLOOR SYSTEM

Boro Concrete Coatings ("Boro," "we") warrants to the owner named below ("you") that the floor coating system Boro installed at the property listed below will be free from defects in materials and workmanship for **the term below** from the installation completion date: **five (5) years** for residential interior floors, or **one (1) year** for commercial floors and exterior surfaces such as patios, porches, and pool decks, subject to the terms on all three pages of this certificate.

OWNER NAME(S) _____ **CERTIFICATE NO.** _____

PROPERTY ADDRESS _____ **PHONE / EMAIL** _____

INSTALLATION COMPLETION DATE _____ **WARRANTY EXPIRATION DATE** _____ **AREA(S) COATED / SQ FT / FLAKE** _____

WARRANTY TERM (CHECK ONE PER AREA)

☐ **5-YEAR · RESIDENTIAL INTERIOR** ☐ **1-YEAR · COMMERCIAL** ☐ **1-YEAR · EXTERIOR**

WHO IS COVERED

This warranty is extended only to the original purchaser named above, for the property listed. It may be transferred to a later owner of the property only with Boro's written approval.

WHEN COVERAGE BEGINS

Coverage begins on the installation completion date and runs **5 years** for residential interior floors or **1 year** for commercial floors and exterior surfaces. If a job includes both, each area carries its own term. "Commercial" means a floor at a property used mainly for business, industrial, or institutional purposes. Coverage applies to installations paid in full under your contract with Boro.

WHAT IS COVERED

Peeling, delamination, loss of adhesion, blistering, or failure to cure of the epoxy base coat, decorative flake, and polyaspartic topcoat installed by Boro, when caused by a defect in materials or workmanship.

WHAT BORO WILL DO

Repair or recoat the affected area **at no charge to you for materials or labor**, including surface prep of that area. If a repair cannot be made after reasonable attempts, Boro will refund the portion of your price paid for the affected area.

LIMITATION OF IMPLIED WARRANTIES. ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND ANY IMPLIED WARRANTY OF WORKMANLIKE PERFORMANCE, ARE LIMITED IN DURATION TO THE TERM OF THIS WRITTEN WARRANTY THAT APPLIES TO YOUR FLOOR: FIVE (5) YEARS FOR RESIDENTIAL INTERIOR FLOORS, OR ONE (1) YEAR FOR COMMERCIAL FLOORS AND EXTERIOR SURFACES. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State. Exclusions, the claim procedure, and other important terms (page 2) and care instructions (page 3) are part of this warranty.

AUTHORIZED BORO SIGNATURE / DATE _____

OWNER ACKNOWLEDGMENT OF RECEIPT / DATE _____

LIMITED WARRANTY — TERMS & EXCLUSIONS

WHAT IS NOT COVERED

This warranty does not cover problems caused by, or damage resulting from:

- Neglect, abuse, or misuse, including failure to follow the care instructions on page 3 where that failure causes the problem
- Physical damage: impact, gouges, dropped tools or objects, or dragging sharp or heavy items
- Point loads from jacks, jack stands, kickstands, ladders, or steel wheels without protective pads
- Burns or heat from welding, grinding, torches, open flame, or heaters placed on the floor
- Chemicals such as paint strippers, brake fluid, or acids left on the surface
- Normal wear, light scratches, scuffing, or gradual dulling of gloss
- Cracking, settling, heaving, or movement of the underlying concrete slab
- Moisture vapor, hydrostatic pressure, or water coming up through the slab
- Flood, fire, freeze damage, storms, earthquakes, or other casualty events
- Stains from rust, tires, fertilizer, leaves, or similar materials left in place
- Exterior surfaces: UV color change or fading, and damage from freeze-thaw cycles or de-icing chemicals
- Repairs, alterations, or added coatings by others (only damage they cause is excluded)
- Pre-existing slab conditions documented and disclosed to you in writing before installation
- Use beyond the use disclosed at the time of sale (for example, a floor sold as residential that is later used commercially)

The concrete slab itself is not warranted. Minor variation in color or texture between repaired and original areas is normal and is not a defect.

HOW TO GET WARRANTY SERVICE

1. **Contact Boro** during the warranty period: call or text **937-630-1774** or email **info@boroconcretecoatings.com**. Warranty claims are handled by phone or email only.
2. **Tell us** your name, property address, certificate number, and what you see. Photos help.
3. **Inspection.** Boro will respond within 5 business days and schedule a time to inspect the floor.
4. **Repair.** If covered, Boro will perform the repair at a mutually convenient time, weather permitting. Please clear vehicles and belongings from the repair area.
5. **Report promptly.** We recommend contacting us within 30 days of noticing a problem. A late report does not cancel coverage, but added damage caused by an unreasonable delay is not covered.
6. Only Boro or a contractor authorized by Boro in writing may perform warranty repairs.

IMPORTANT LEGAL TERMS

Remedies. Repair, recoating, or partial refund as described in this certificate is your remedy under this written warranty. **Incidental and consequential damages.** Boro is not liable under this warranty for incidental or consequential damages, such as loss of use, the cost of moving or storing belongings, or lodging. This does not limit Boro's liability for personal injury or for property damage caused by Boro's negligence. **Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Implied warranties** are limited in duration as stated on page 1. **Disputes.** Boro has not adopted an informal dispute settlement mechanism under 16 C.F.R. Part 703, and nothing in this warranty requires arbitration or waives your right to go to court. **Governing law.** This warranty is governed by the federal Magnuson-Moss Warranty Act and by Ohio law. Nothing in it limits your rights under the Ohio Consumer Sales Practices Act (Ohio Rev. Code Chapter 1345) or other law that cannot be waived. If any part of this warranty is found unenforceable, the rest remains in effect. This certificate is the complete written warranty from Boro; no employee or agent may change it except in a writing signed by Boro. A copy of this warranty is available for review before purchase on request.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

CUSTOMER CARE & MAINTENANCE

KEEP YOUR FLOOR LOOKING NEW · PART OF YOUR LIMITED WARRANTY

Your floor is an epoxy base coat sealed with a polyaspartic topcoat. It is built to handle Ohio garages and basements, and a few simple habits will keep it looking its best for years.

CURE TIME

Wait at least 24 hours before walking on the floor and 72 hours before parking vehicles or moving heavy items back, unless your installer tells you otherwise.

ROUTINE CLEANING

Sweep or dust-mop regularly. Grit acts like sandpaper on any finish.

WASHING

Use warm water and a pH-neutral cleaner with a soft mop, microfiber pad, or soft-bristle deck brush. Rinse with clean water.

AVOID

Acidic or citrus cleaners, vinegar, undiluted bleach, solvents, abrasive pads, and wire brushes.

SPILLS

Wipe up oil, gasoline, brake fluid, antifreeze, battery acid, and paint promptly.

WINTER

Rinse away road salt and snow-melt slush regularly; do not let salt water sit for long periods. Use plastic or rubber-edged shovels only.

PROTECT THE SURFACE

Put pads or plywood under jack stands, kickstands, ladders, and furniture legs. Lift, don't drag.

MATS

Use rubber or vinyl mats under workbenches and in high-wear spots. Avoid rubber-backed mats that trap moisture for long periods.

HOT WORK

Cover the floor with a welding blanket before welding or grinding.

PRESSURE WASHING

Low pressure only, with a wide fan tip held at least 12 inches from the surface.

SAFETY

Coated floors can be slippery when wet or oily. Dry wet areas promptly.

YOUR CHOICE OF PRODUCTS

No particular brand of cleaner or product is required to keep this warranty in effect.

Questions or concerns? Call or text **937-630-1774** or email **info@boroconcretecoatings.com**. If you notice peeling, lifting, or blistering, contact us promptly so we can inspect it under your warranty (see page 2).