

TRUCARE PAINTERS

# Workmanship Warranty — Residential & Commercial

"We Truly Care"

At TruCare Painters, we believe in doing the job right — and standing behind it. We also believe you deserve to know exactly what you are getting before you sign, not after something goes wrong. So this warranty does more than list rules. Every coverage period and every exclusion comes with a clear explanation of why it is there.



## Our Promise to You

Our promise to you is to provide the best materials for your particular project, deliver top-quality products and craftsmanship, and give you confidence that the job is done right the first time.

### We do this by:

- **Choosing the right products for your surfaces** — every job uses professional-grade paints, primers, and coatings, matched to what is being painted and where.
- **Doing the prep work right** — most paint failures start with poor preparation. We clean, scrape, sand, repair, and prime as your proposal specifies before any paint goes on.
- **Using trained, experienced crews** — the people on your job know our standards and are held to them.
- **Walking the finished job with you** — we do a final walkthrough together and do not call it done until you are satisfied.
- **Standing behind our work** — our interior and exterior work is covered for up to 5 years, and we pay for both the labor and the materials on covered repairs.
- **Being honest up front** — some things wear out or fail no matter how well they are painted. We tell you before the job starts, not after.
- **Answering every concern** — if something ever looks wrong, call us. We will look at it with you and tell you straight whether it is covered and why.

## COVERAGE AT A GLANCE — full details in Section 3

|                         |             |                             |             |
|-------------------------|-------------|-----------------------------|-------------|
| Interior Painting       | 5 Years     | Exterior Painting           | 5 Years     |
| Cabinet Painting        | 1 Year      | Fence Painting & Staining   | 1 Year      |
| Carpentry & Wood Repair | 1 Year      | Commercial Painting         | 1 Year      |
| Decks, Porches & Stairs | No Warranty | Commercial Tenant Turnovers | No Warranty |
| Caulking & Sealants     | No Warranty | Other Services              | No Warranty |

## 1 How the Warranty Works

- **Start date** — Your warranty begins on the date your project is completed. See the definition of a Completed Project at the end of this warranty.
- **What we do** — If a covered failure appears, we repair it at no cost to you for labor or materials. We choose the repair method.
- **We repair the spot, not the whole surface** — Warranty repairs cover only the specific area where the failure happened. We do not repaint entire walls, entire rooms, or an entire exterior because of a localized failure.
- **Repair, not refund** — The warranty remedy is a repair. It is not a refund or cash payment.
- **Touch-ups may show slightly** — Paint ages with light and time. A repaired area can look a shade different in sheen or color from the paint around it. This is normal and not a defect.
- **No restart** — A warranty repair does not restart or extend your original warranty period.

## 2 Paint Products and Customer Choices

Our warranty only works when we control the products and the prep. Your proposal names the exact professional-grade products we will use on your job.

- **Customer-purchased paint — Covered only when all four conditions are met** — If you prefer to buy your own paint, your warranty still applies as long as:
  - The product matches what your proposal specifies,
  - It was purchased within 30 days before your project start date,
  - You provide the store receipt showing the product and purchase date, and
  - You give us the receipt before we begin work, so we can check the labels against it.

If any one of these is missing, work done with customer-purchased paint carries no warranty. Without a recent receipt we cannot verify how old the paint is, how it was stored, or whether it is the right product for your surfaces. Old, frozen, or overheated paint can fail no matter how well it is applied.

- **Products we did not recommend — No Warranty** — If you ask us to use a paint or product that TruCare did not recommend or specify, that work carries no warranty. We cannot stand behind products we have not tested.
- **Lower-grade product — 1 Year** — If you choose a lower-grade product than the one we recommended, coverage on those surfaces is reduced to 1 year. Lower-grade paint has less binder and fewer solids, so it does not last as long even when applied perfectly.

**Recommended prep not done = no warranty.** If any preparation we recommend is not done on a surface before coatings are applied, that surface is not covered by this warranty. This includes things like cleaning, scraping, sanding, priming, wood replacement, and repairs. Paint is only as good as the surface under it, and if that surface isn't prepared, we can't stand behind the result.

### 3 Warranty by Service

**Why we do it this way:** Different surfaces live very different lives. A bedroom wall is touched a few times a year. A cabinet door is opened dozens of times a day. A deck is baked by the sun, soaked by rain, and walked on constantly. So each service gets a warranty period that matches how that surface actually holds up.

Section 4 (Circumstances Beyond Our Control) and Section 6 (Other Exclusions) apply to every service below.

#### Interior Painting

**5-Year Warranty**

##### SURFACES COVERED

Drywall and plaster walls and ceilings, wood and MDF trim, baseboards, crown molding, window and door casings, interior doors, and previously painted surfaces.

##### YOUR WARRANTY PROTECTS AGAINST

Peeling, blistering, or flaking caused by:

- Inadequate cleaning, sanding, or surface preparation
- Missing or incorrect primer
- Paint applied too thin, or fewer coats than your proposal specifies
- Paint applied over surfaces that were not fully dry
- Poor adhesion between coats
- A product not suited to the surface or room

##### WHAT WE DO

If any of these causes peeling, blistering, or flaking within 5 years, we repair the affected spot, labor and materials included, at no cost to you.

##### NOT COVERED ON INTERIORS

- ✗ **Drywall and plaster crack repairs** — we patch cracks the right way, using mesh tape and multiple coats of joint compound. But a patch is a repair, not a cure. If a crack comes back, it is because the wall or house is still moving, which needs structural reinforcement or a house repair, not another patch.
- ✗ **Stain and tannin bleed-through** — on trim, doors, and ceilings or walls with old water stains, we use the proper stain-blocking and bonding primers in the right areas. These primers resist bleed-through, but no primer can guarantee it will never happen.
- ✗ **Scuffs, marks, stains, and nail holes** — these come from everyday living.
- ✗ **Flat finishes that are scrubbed or spot-cleaned** — flat paint is not made to be scrubbed.

## Exterior Painting

5-Year Warranty

### SURFACES COVERED

Wood siding and trim, fiber cement siding (such as Hardie board), aluminum siding, stucco, brick and block, PVC and composite trim, soffit, fascia, shutters, and exterior doors.

### YOUR WARRANTY PROTECTS AGAINST

Peeling, blistering, or flaking caused by:

- Inadequate washing, scraping, sanding, or surface preparation
- Loose or failing paint left in place under new paint
- Missing or incorrect primer, including on bare wood and repairs
- Paint applied too thin, or fewer coats than your proposal specifies
- Paint applied in temperatures or humidity outside the manufacturer's limits
- Paint applied over surfaces that were not dry
- A product not suited to the surface

### WHAT WE DO

If any of these causes peeling, blistering, or flaking within 5 years, we repair the affected spot, labor and materials included, at no cost to you.

### NOT COVERED ON EXTERIORS

- ✗ **Tannin and resin bleed-through** — cedar, redwood, and knots contain natural oils that can bleed through paint. We use the proper stain-blocking primer to guard against it, but no primer can guarantee it will never happen.
- ✗ **Mildew and algae growth** — common in the Upstate climate. It grows on top of the paint and washes off.
- ✗ **Normal fading and chalking** — every exterior coating slowly fades in the sun.

**Keep it looking new:** A gentle wash once a year and fixing leaks quickly will keep your exterior finish looking its best.

## Cabinet Painting

1-Year Warranty

### SURFACES COVERED

Solid wood and MDF kitchen cabinets, bathroom vanities, and built-ins, including doors, drawer fronts, and cabinet boxes.

### YOUR WARRANTY PROTECTS AGAINST

Peeling or loss of adhesion caused by:

- Inadequate cleaning, degreasing, or sanding
- Missing or incorrect primer, including bonding primer where needed
- Finish applied too thin, or fewer coats than your proposal specifies
- Poor adhesion between coats
- A product not suited to cabinets

### WHAT WE DO

If any of these causes peeling or loss of adhesion within 1 year, we repair the affected spot, labor and materials included, at no cost to you.

### NOT COVERED ON CABINETS

- ✗ **Chips, dings, scratches, and wear on edges and around pulls** — from daily use and impact.
- ✗ **Heat, steam, and water damage** — near the sink, dishwasher, stove, or coffee maker.
- ✗ **Hairline lines at door and drawer panel joints** — cabinet door panels are built to float in their frames and move with the seasons. See Caulking & Sealants below.
- ✗ **Tannin and grain bleed-through** — we use the proper stain-blocking and bonding primers, but no primer can guarantee bleed-through will never happen.
- ✗ **Hinges, hardware, drawer slides, and soft-close parts** — these are mechanical parts, not paint.
- ✗ **Laminate, thermofoil, vinyl, and melamine cabinets** — paint cannot bond permanently to these factory plastic surfaces.

## Fence Painting & Staining

1-Year Warranty

### SURFACES COVERED

Wood fence pickets, rails, gates, and posts above ground level coated with paint or solid stain.

### YOUR WARRANTY PROTECTS AGAINST

Peeling caused by:

- Inadequate cleaning before coating
- Coating applied too thin, or fewer coats than your proposal specifies
- Coating applied in temperatures or humidity outside the manufacturer's limits
- Coating applied over wood that was not dry

### WHAT WE DO

If any of these causes peeling within 1 year, we repair the affected spot, labor and materials included, at no cost to you.

### NOT COVERED ON FENCES

- ✗ **Tannin bleed** — stains and primers resist tannin bleed, but no product can guarantee it will never happen.
- ✗ **Areas hit by sprinklers, or posts and pickets touching soil, mulch, or plants** — these stay wet.
- ✗ **Rot, warping, split, or broken boards** — these are wood problems, not coating problems.
- ✗ **Any side of the fence we did not coat**
- ✗ **Transparent and semi-transparent stains** — these are designed to weather away and be reapplied.

## Carpentry & Wood Repair

1-Year Warranty (Installation Only)

### WHAT IS COVERED

Boards, trim, fascia, soffit, siding, and other wood we install.

### YOUR WARRANTY PROTECTS AGAINST

- Boards or trim that were not fastened securely
- Incorrect fasteners for the material or location
- Pieces that were not properly fitted or installed

### WHAT WE DO

If a board or piece of trim we installed comes loose or falls off within 1 year because of how it was installed, we reinstall it at no cost to you.

### NOT COVERED: THE WOOD ITSELF

Wood is a natural material that keeps reacting to water, sun, and temperature after it is installed. We do not cover warping, cupping, twisting, splitting, shrinking, rot, decay, or insect damage; new rot in the original wood around our repair; hidden damage found after the job; or wood supplied by the customer.

## Commercial Painting

**1-Year Warranty**

### SURFACES COVERED

Interior and exterior walls, ceilings, trim, and doors in offices, retail spaces, restaurants, medical offices, and multi-unit properties.

### YOUR WARRANTY PROTECTS AGAINST

Peeling, blistering, or flaking caused by:

- Inadequate cleaning or surface preparation
- Missing or incorrect primer
- Paint applied too thin, or fewer coats than your contract specifies
- A product not suited to the surface or use

### WHAT WE DO

If any of these causes peeling, blistering, or flaking within 1 year, we repair the affected spot, labor and materials included. If your signed commercial contract states different warranty terms, the contract controls. The warranty covers the owner or company that signed the contract, not tenants. The owner or manager must provide access during normal business hours.

### NOT COVERED ON COMMERCIAL PROJECTS

- ✗ Damage from tenants, forklifts, carts, loading activity, or other trades
- ✗ Wear in high-traffic corridors, stairwells, and door frames

## Commercial Tenant Turnovers

**No Warranty**

Tenant turnover work carries no warranty.

## Decks, Porches, Stairs & Walking Surfaces

**No Warranty**

Any painted or stained surface that is walked on carries no warranty. That includes deck boards, deck railings, handrails, porch floors, stairs, landings, ramps, interior floors, concrete, and garage floors, along with roofs, wood gutters, and other horizontal surfaces.

**Why:** Sun, standing water, and foot traffic wear down every coating on these surfaces no matter how well it was applied, and how they hold up depends mostly on the wood or concrete underneath.

**What we do instead:** Most decks and porches need a maintenance coat every 2–3 years. We are glad to schedule it for you.

## Caulking & Sealants

**No Warranty**

We use only high-quality caulks and sealants, and we match the right product to each application, to give you the best possible result on every interior and exterior project. Still, caulking and sealants carry no warranty. Caulk fills joints where two materials meet, and those joints move with every change in temperature and humidity — sometimes more than any caulk can stretch. Re-caulking every few years is routine maintenance, and we are glad to schedule it for you.

We do not caulk cabinet doors or drawer fronts. The flat panel in a cabinet door is designed to float inside the channel of its frame so it can expand and contract. Caulking it locks it in place, and it is almost guaranteed to crack over time. So on kitchen cabinet projects, we leave those joints open on purpose.

## Other Services

**No Warranty**

Pressure washing, color consultation, lime wash and specialty or decorative finishes, and varnished surfaces or galvanized metal.

## 4 Circumstances Beyond Our Control

Some paint problems are caused by conditions in the building, the weather, or how a space is used — not by how the paint was applied. For these reasons, this warranty does not cover failures caused by the following:

- ✗ **Moisture from behind the surface** — water or vapor coming through a wall, ceiling, siding, or trim from the back side — from leaks, missing insulation or vapor barriers, plumbing, roofs, gutters, flashing, or ground contact. Moisture from behind pushes paint off from the inside, and the fix is stopping the water, not repainting.
- ✗ **Heavy moisture and high humidity** — including bathrooms, laundry rooms, and other rooms without a working exhaust fan, and any area with constant condensation or steam.
- ✗ **Mold, mildew, and algae growth** — inside or outside, especially in bathrooms, damp areas, and shaded or high-exposure exterior walls.
- ✗ **Painted kitchen backsplashes and areas around sinks** — painted surfaces behind and around sinks are splashed and wiped constantly. Water is always present there, and paint is not designed to hold up to it.
- ✗ **Rotted or deteriorated wood underneath** — rot, decay, or damage in the wood or materials under the paint, whether or not it was visible at the time of painting.
- ✗ **Water stains and leak damage** — including stains that return through primer after a leak, or new leaks after the job.
- ✗ **Structural movement and settling** — a moving building will crack and stress any finish.
- ✗ **Expansion and contraction** — cracking or separation of any surface, joint, or seam — including caulked joints, trim joints, corners, and ceilings — from normal seasonal movement.
- ✗ **Cracks in drywall, plaster, or wood** — including cracks that return after being patched.
- ✗ **Bleed-through from knots, rust, cedar and redwood tannins, or old stains** — we use the proper stain-blocking primers, but no primer can guarantee bleed-through will never happen.
- ✗ **Failure of prior coatings** — if an older coating lets go from the surface underneath, it takes our paint with it.
- ✗ **Efflorescence on brick, block, or stucco** — white mineral salts carried out of masonry by moisture push through any coating.
- ✗ **Insect and pest damage** — termites, carpenter bees, and other pests.
- ✗ **Weather and natural events** — natural disasters, fire, flood, hail, and extreme weather.

## 5 Conditions to Keep Your Warranty Valid

- **Pay the full contract amount and keep proof of payment** — the warranty is part of what you purchase with your completed job.
- **Keep your signed contract** — it shows exactly what was done and what was covered.
- **Tell us within 30 days of noticing a problem** — small issues are easy to fix. Delays that allow damage to spread may affect coverage.
- **Follow the care instructions we provide and do normal maintenance** — such as an annual exterior wash and following the product care guidance we give you at completion.
- **Give us access to inspect, test, and repair** — we cannot fix what we cannot see.

## 6 Other Exclusions

These apply to every type of work, residential and commercial:

- ✗ Work not performed by TruCare Painters, or later work by others over ours.
- ✗ Work where TruCare did not supply the paint or materials, unless the customer-purchased paint meets every condition in Section 2.
- ✗ Paint or products not recommended or specified by TruCare.
- ✗ Cabinet painting exposed to high wear, moisture, or impact.
- ✗ Varnished surfaces and galvanized metal.
- ✗ Decks, stairs, handrails, roofs, wood gutters, and other horizontal surfaces.
- ✗ Exact color matching over time due to normal aging or environmental factors.
- ✗ Ordinary wear and tear.
- ✗ Improper cleaning or chemicals.
- ✗ Abuse, neglect, accidents, or vandalism.

## 7 Extent of Our Responsibility

This warranty covers repair of the affected work, up to the cost of the labor and materials originally provided. It does not cover incidental or consequential damages, and TruCare's total responsibility will never exceed the original contract price. This warranty is valid only as long as TruCare Painters remains in business.

## 8 Non-Transferable

This warranty is non-transferable. It applies only to the original purchaser named on the signed contract and ends if the property is sold.

## 9 Changes to This Warranty Program

TruCare reserves the right to update or discontinue this warranty program at any time.

## 10 How to Request Warranty Service

Contact TruCare Painters:

 **(864) 692-4167**

 **info@trucarepainters.com**

- 1 Tell us what you are seeing** — send a photo if you can.
- 2 We inspect it in person** — we look at the issue with you and identify the likely cause.
- 3 Lab testing when needed** — if our inspection suggests moisture or another cause that is not clear, we request a lab analysis through Sherwin-Williams. A Sherwin-Williams representative takes a sample of the paint and substrate and sends it to their lab for analysis. Results usually take 3 to 4 weeks. Testing tells us exactly what caused the failure, whether it is a warranty issue, and the proper way to repair it. Not every claim needs a lab test — only those where the cause needs to be confirmed.
- 4 We tell you honestly whether it is covered** — and explain why.
- 5 Covered: we repair the spot at no cost to you**
- 6 Not covered: we explain the cause and offer a fair price to fix it** — if you would like us to.



**Thank you for trusting TruCare Painters. We stand behind our work — with care, craftsmanship, and integrity.**

**Definition of a Completed Project:** A project is considered completed when all three of the following have happened: (1) the final walkthrough has been done, (2) final payment has been received in full, and (3) all touch-ups from the final walkthrough have been finished. Your warranty period begins on the date the last of these three is met.