Limited Workmanship Warranty (version 2026-1)

Coverage period 10 year standard term with an optional extension to 15 years

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This warranty covers defects in J&M's installation of the work identified below. It provides the repair remedy described here; it is not a guarantee that every leak, material failure or loss at the property is covered. Read the exclusions, transfer deadline, investigation charges and liability limits with the signed Customer Written Agreement (the Agreement).

1 Project and warranty record

Original owner legal name(s): _____

Property address and province: _____

Agreement or job number and date: _____

Covered Work and included buildings or roof areas: _____

_____

Warranty Start Date: _____ Warranty Expiry Date: _____

Term recorded from the signed Agreement: [ ] 10 years [ ] 15 years with purchased extension

Extension acceptance and price reference in Agreement: _____

2 Duration and optional extension

The standard term is 10 years from the date the Covered Work reaches Substantial Completion under the Agreement. J&M records that date above. A later inspection, payment, certificate issue or repair does not restart the term. Administrative delay in issuing this record does not itself remove coverage.

If the owner selects and J&M accepts the optional five-year extension in the signed Agreement or a signed amendment, and the agreed extension fee is paid when due, the term becomes 15 years from the same Warranty Start Date. The extension covers years 11 through 15 on the same terms and with the same remaining liability limit. It adds time only; it does not expand product coverage, insured risks or covered areas. Selecting a shingle upgrade does not purchase this extension.

The recorded expiry must reflect the term purchased. A clerical error or unmarked box does not override a documented purchase. A later extension purchase requires J&M's express written acceptance; it is not an automatic right and does not revive expired coverage. Repairs of valid claims reported under section 6 prior to expiry may be completed after expiry.

3 Covered workmanship and repair remedy

Covered Work means only the installation services expressly identified in section 1 and the Agreement, performed by J&M or subcontractors engaged by J&M. J&M remains responsible for those subcontractors' covered workmanship. Work by contractors hired independently by the owner is not J&M work.

This warranty applies to complete installations identified as covered. Temporary patches, isolated repairs, inspections, maintenance and other services do not receive this 10-year or 15-year term unless expressly included in a signed project-specific warranty. Nothing in this warranty is intended to exclude any component or workmanship obligation that J&M is legally required to provide as part of the contracted scope of work.

A workmanship defect is a defect in workmanship resulting in water penetration or a material impairment of the intended function of the installed roofing system. It includes incorrect fastening, laps, flashing integration, penetration detailing or required sealing.

For a covered defect, J&M will inspect and correct the affected Covered Work at no charge, using repair or replacement reasonably sufficient to correct the defect. Covered costs include necessary labour, replacement materials, normal access equipment, travel, removal and disposal, and removal and reinstatement of otherwise sound Covered Work necessary to access the defect. However, it does not include special access or equipment costs beyond normal access, including cranes, boom lifts, scaffolding, telehandlers, specialty rigging, traffic control, or road closures; asbestos, mould, lead, or other hazardous-material testing, containment, abatement, remediation, disposal, or monitoring; engineering, architectural, consulting, inspection, testing, thermography, moisture scanning, or laboratory costs; permit, inspection, municipal, or code-upgrade costs caused by later code changes, owner alterations, or third-party work; excluded interior access or restoration costs including drywall, paint, insulation, ceilings, flooring, cabinetry, or contents moving; landscaping or property restoration including sod, gardens, irrigation, fencing, decks, paving, or decorative concrete; removal or reinstallation of later-added equipment including solar panels, satellite or Starlink equipment, HVAC equipment, antennas, signage, lighting, or security equipment; emergency or temporary protection costs including tarping, drying, dehumidification, boarding, temporary heat, or snow removal unless authorized by J&M; consequential or secondary costs including hotel stays, lost rent, storage, moving expenses, loss of use, or inconvenience; owner-selected upgrades or betterment beyond the original installed system; travel or accommodation costs for remote warranty work outside J&M’s normal service area; and any owner or third-party investigation, repair, consultant, contractor, engineer, or inspection costs incurred without J&M’s prior written authorization. No service call fee, deductible or age-based proration applies to a valid covered claim. Notwithstanding the foregoing, all warranty obligations, repair costs and payments collectively remain subject to the aggregate cap specified in section 9.

J&M will select the repair method and use suitable, reasonably comparable materials. Matching weathered or discontinued colours, profiles or finishes exactly is not guaranteed. Replacement of unaffected areas solely for uniform appearance is not included.

Warranty repairs remain covered for the unexpired original term. A repair does not renew the warranty or replenish its aggregate limit. J&M remains responsible for completing an accepted repair properly even if the warranty expires before that repair is finished. There is no duplicate recovery for the same repair cost already paid or performed by another party, to the extent permitted by law.

4 Product performance and sealants

Manufacturing defects and deterioration of correctly selected and correctly installed products are excluded from this voluntary workmanship warranty. Examples include shingle cracking, delamination or granule loss; coating failure or corrosion; failed factory adhesive; and deterioration of vent boots, gaskets, skylight seals or other components. Any manufacturer warranty has its own coverage, deadlines and transfer requirements. A manufacturer's refusal, expiry or absence of coverage does not by itself make the issue a J&M workmanship

defect. The owner bears the burden of establishing that the claimed condition results from workmanship rather than product failure where both explanations are reasonably possible.

Caulking, sealants, mastics, adhesives, exposed fastener seals and similar materials can require maintenance or replacement before this warranty expires. Their normal aging, drying, shrinkage, cracking or loss of adhesion is excluded. Routine resealing is not included. Product wind or impact ratings are not a J&M promise of storm-proof performance.

5 External causes and owner maintenance

The following are excluded only to the extent they caused or contributed to the condition or loss claimed. An unrelated condition or third-party visit does not void the entire warranty. This warranty does not apply to any condition, damage or loss caused in whole or in part by an excluded event, condition or act, except to the extent a covered workmanship defect is proven to be an independent and direct cause requiring correction of the Covered Work. J&M's responsibility is limited to correcting the specific workmanship defect itself and does not extend to resulting conditions, damage or repair costs attributable to excluded causes. J&M is not responsible for investigating, repairing or paying for damage, deterioration or conditions attributable to excluded causes, even where such causes exist concurrently with a covered workmanship defect.

Weather and events Physical damage caused by hail, wind, windborne debris, lightning, fire, flood, earthquake, falling objects, excessive snow or ice loads, or similar external events is excluded. Ordinary rain, snow or wind revealing an installation defect is not itself a reason to deny that defect.

Third parties and later work Any damage, alteration, contamination, penetration, removal, modification, repair, or other work performed by the owner, occupants, animals, or any third-party contractor not approved in writing by J&M is excluded from this warranty. Where unapproved third-party work affects, alters, disturbs, penetrates, removes, or relies upon any portion of the exterior system installed by J&M, warranty coverage for the affected area and any related or dependent components is void. Examples include, but are not limited to, work involving solar panels, satellite or Starlink equipment, HVAC equipment, snow removal, pressure washing, roof coatings, new penetrations, flashing, siding, soffit, fascia, eavestrough, sealants, or other exterior components. Use of another contractor does not automatically void warranty coverage for portions of J&M’s work that are completely unaffected by that third party’s work. If J&M itself removes, reinstalls, modifies, or seals equipment within its contracted scope, J&M’s workmanship for that work remains subject to this warranty. Signal alignment, equipment operation, and other equipment-specific performance remain outside the scope of this warranty unless expressly included in writing.

Existing conditions and other systems Settlement, movement, deflection, structural inadequacy, hidden decay and failure of retained decking, masonry, chimneys, skylights, walls, windows or other existing components are excluded where not caused by J&M's work. Water entering from outside the Covered Work, plumbing leaks and condensation are excluded on the same basis. These exclusions do not excuse J&M's defective installation, damage it causes, or failure to carry out an assessment or correction it expressly undertook or was legally required to perform.

Moisture and building performance Problems caused by blocked gutters or drains, inadequate existing drainage, ice dams, attic humidity, insulation, ventilation or air leakage are excluded where unrelated to J&M's workmanship or contracted design. Installing a vent does not, by itself, warrant the entire attic ventilation design; however, correct installation and any sizing or design J&M agreed to provide remain its responsibility.

Aging and use Normal wear, weathering, fading, staining, biological growth and cosmetic variations that do not result from defective installation are excluded. Also excluded are damage caused by harmful chemicals, pollutants, misuse, roof storage, changed building use or loading, and failure to perform reasonable maintenance. A changed use affects only related risks or damage, rather than automatically ending all coverage.

The owner must keep drainage paths clear, arrange reasonable inspection and maintenance of exposed sealants and components, address damage promptly, and follow written maintenance instructions supplied (if any) for the installed system. Review condition at least annually and after significant storms using safe observation or a qualified person; do not climb onto an unsafe roof. Keep available maintenance and alteration records.

6 Claim reporting and access

For an active leak, contact the office immediately when safe and provide written details as soon as reasonably practicable, preferably within 48 hours. Suspected defects must be reported promptly, and in any event within 48 hours of discovery. Email admin@jmroofing.ca or deliver written notice to the office address on page 1. Phone calls help triage emergencies but should be followed in writing. Include the owner's name, property, job reference if available, discovery date, description and available photos. J&M may use its records if the owner cannot locate an invoice.

A condition must first become apparent within the applicable term of the warranty. A condition first apparent before expiry must be reported within 48 hours of discovery, and if that timeframe is after the term expires, the claim will be honored, provided it meets the requirements of this warranty. Any notice not provided within the stated deadlines may cancel the warranty; J&M may reduce or deny the affected remedy only to the extent delay materially impairs investigation or correction, or increases avoidable loss, subject to section 10. This is a reporting process, not a shortened deadline to start legal proceedings.

Take reasonable, safe steps to limit further loss and preserve evidence. Give J&M a reasonable opportunity and safe access to inspect and repair, including access to relevant interior or attic areas with consent. J&M will acknowledge the claim, arrange inspection as reasonably practicable and provide its findings and proposed next steps. Access, weather, safety and material availability may affect timing, but do not cancel a timely claim or remove the obligation to complete a covered repair within a reasonable time.

The owner shall not authorize or undertake permanent repairs, replacement work or alterations by third parties at J&M's expense without J&M's prior written approval. If emergency conditions require immediate action to prevent imminent and material damage and J&M cannot reasonably be reached, the owner must first make reasonable documented efforts to contact J&M using the contact methods identified in this warranty and provide details of the emergency condition. If J&M does not respond within a reasonable period having regard to the circumstances, the owner may arrange only those temporary protective measures reasonably necessary to prevent further damage pending J&M's inspection. Any such temporary measures must be limited to emergency stabilization and shall not include permanent repairs, replacement of roofing components, or destructive investigation except where strictly necessary to address an immediate threat to persons or property. The owner shall preserve photographs, invoices, contractor reports and other evidence of the condition and the work performed. J&M shall not be responsible for the cost of permanent third-party repairs, replacement work, upgrades, betterments or additional work undertaken without its prior written consent, except where the owner demonstrates to J&M's satisfaction that obtaining such consent was not reasonably possible due to the emergency nature of the circumstances. Any reimbursement by J&M shall be limited to reasonable costs of approved temporary protective measures that would otherwise have been covered under this warranty. Failure to provide J&M with a reasonable opportunity to inspect the condition before permanent repairs are undertaken may result in denial of the claim to the extent that such failure materially prejudices J&M's ability to determine the cause, scope or responsibility for the condition.

7 Investigation charges for non covered matters

If J&M investigates a reported condition and reasonably determines that the condition is not covered by this warranty, not caused by J&M's workmanship, or not otherwise J&M's responsibility under applicable law, the owner agrees to pay J&M's then-current rates for labour, investigation time, travel time, mileage,

accommodations, testing, equipment, materials, subcontractor costs and other reasonable expenses incurred in connection with the investigation and any requested services.

J&M's current service rates are available upon request and may be updated from time to time. By submitting a warranty claim or requesting an inspection or service visit, the owner authorizes such charges for non-covered matters.

Covered investigation and repair costs will be borne by J&M, subject to Section 9. Where J&M determines that a matter involves both covered and non-covered causes, J&M may reasonably allocate investigation and repair costs between covered and non-covered matters, and the owner shall be responsible only for the non-covered portion.

Any further non-covered repair work requested by the owner shall be billed at J&M's then-current rates unless otherwise agreed in writing.

Charges are due upon receipt of the itemized invoice.

8 Transfer when ownership changes

The remaining term of the warranty may be transferred to a new owner of the same property. Any purchased extension transfers with it, without resetting the start date or increasing the remaining liability limit. There is no automatic new 10-year or 15-year term and no further transfer unless J&M expressly agrees in writing.

Written transfer notice must reach J&M within 30 calendar days after registration of the ownership change. Either seller or buyer may give notice. Include the property and job reference, the transfer date, the new owner's legal name and contact information, and reasonable proof of the title change. J&M may request missing supporting information and will allow a reasonable time to supply it where the initial notice was timely. The new owner must accept this warranty in writing; J&M will record a qualifying transfer without unreasonable delay or refusal.

Effect of missing the deadline If timely written notice is not given, this voluntary warranty does not transfer, and future coverage ends on the date of the ownership change. This does not erase accrued claims or independent rights under law.

No routine transfer fee or inspection fee applies. Any specifically agreed non-covered service is authorized under section 7. The seller should give the buyer the warranty and project records before closing; notifying J&M does not transfer a manufacturer warranty. A legal name correction, or adding or removing a co-owner while at least one named original owner remains on title, does not void coverage, but J&M should be notified to update its records.

9 Remedy and liability limitations

The repair remedy in section 3, including eligible emergency mitigation under section 6, is the exclusive contractual remedy provided by this voluntary warranty. It does not promise a refund or full replacement where an effective localized repair is reasonably available.

Subject to section 10, this warranty excludes compensation for resulting damage to building interiors, ceilings, finishes, insulation, decking, structural elements, contents, landscaping or other property; mould investigation, remediation or related loss; and loss of use, accommodation, lost rent, income, profit, business opportunity or other incidental, indirect or consequential loss. The listed property losses are excluded from this voluntary remedy whether characterized as direct or consequential. This does not exclude correction of defective installation of a listed component that is itself Covered Work or necessary access and reinstatement expressly included in section 3.

Subject to section 10, J&M's aggregate liability under this warranty, including all corrective work and payments across all owners and both warranty periods, shall not exceed the original amount paid for the Covered Work, plus the extension fee if paid, including applicable taxes. The cap is not a separate allowance for each claim or owner. It applies to claims seeking this warranty remedy whether framed in contract or tort, including ordinary negligence. It is not a blanket release for unrelated damage caused during construction.

10 Applicable law and agreement terms

Nothing in this warranty excludes or limits a right, statutory warranty, condition, remedy or liability that applicable law does not permit the parties to exclude or limit. This includes applicable consumer protection and mandatory new home warranty rights. This warranty does not replace any mandatory insurance or builder warranty. Any unenforceable provision is severed only to the extent necessary; the remaining lawful provisions continue.

The law of the province or territory where the property is located, together with applicable Canadian federal law, governs this warranty, subject to any mandatory conflict-of-laws rule. No term removes a consumer's right to a competent local court or regulator, requires arbitration, or prevents a lawful review or complaint. Mandatory local requirements prevail over inconsistent provisions of the Agreement or this warranty.

For greater certainty, this warranty provides coverage only for conditions that first become apparent during the applicable warranty term and are reported in accordance with section 6. Upon expiry of the applicable warranty term, J&M shall have no further obligations under this voluntary warranty except to complete repairs already accepted as covered claims before expiry.

As a condition of receiving service under this voluntary warranty, the owner must have paid in full all amounts owing to J&M for the Covered Work and all authorized charges relating to non-covered inspections, investigations, service calls or repairs. J&M may refuse or suspend voluntary warranty service while any such amount remains outstanding. Any suspension of service shall not extend the warranty term, revive expired coverage, or increase J&M's obligations under this warranty.

11 Acknowledgment and acceptance

The owner acknowledges receipt of this warranty version with the Agreement and has had an opportunity to review the Covered Work, 10-year term and optional five-year extension, exclusions, 30-day transfer deadline, possible investigation charges and liability limits. This acknowledgment does not waive non-waivable rights. By requesting warranty service, an inspection, or an investigation under this warranty, the owner acknowledges and agrees to the charges described in Section 7 for non-covered matters.

Owner name(s): _____

Owner signature(s): _____ Date: _____

For J&M Roofing Services Inc.: _____ Date: _____

Print authorized representative name and title: _____