

Warranty & Guarantee Terms

Version ASAP-WG-2026.10 · Effective October 15, 2026

Version ASAP-WG-2026.10, effective October 15, 2026. These terms apply to fence and gate installations under a contract signed on or after that date that names this version. Your contract states which version applies to you.

This is what we promise, in plain English. Each section says what you get and what the limits are.

1. Money-back guarantee on your deposit

You can have your deposit back any time before we start work.

- **Within 3 business days of signing:** you get 100% back, with no deductions.
- **After that, and before work starts:** we deduct only these two things, and we show you the receipts.
 - 25% of the cost of custom materials already ordered for your project. Custom materials are almost impossible to reuse.
 - Money already spent on permit fees or on preparing your HOA package.
- **When work starts:** work starts on the day our crew arrives to install. Permit and HOA preparation doesn't count as starting work.
- **When you get paid:** refunds go back to your original payment method within 10 business days.

2. Payment

- **In most cases:** you pay 50% at signing and 50% when the job is done.
- **When permits or HOA approval come first:** you pay a smaller approval deposit at signing, 10% of the price, up to \$1,000. The rest of the first 50% is due when approval comes through. Your contract shows the exact amount.

3. Unfinished work: you can hold back up to 10%

If your project is unfinished in your eyes, you may hold back up to 10% of the price until those items are done. Examples are missing post caps, a gate that wasn't hung on install day, or a post the crew didn't have on hand.

If we don't finish those items within 30 days, you keep the amount you held back. This doesn't apply if you turned down a return appointment we offered.

4. Workmanship warranty: 3 years, every material

We warrant our installation for **3 years from the day your project is completed**. The term is the same for vinyl, aluminum, chain link and wood.

What's covered. Defects caused by how we installed your fence or gate:

1. A post that leans, heaves or loosens because of how we set it
2. A gate that sags, drags or won't latch because of how we hung it
3. Hardware we installed that fails, such as hinges, latches and brackets
4. Sections, rails or pickets that come loose or detach
5. A fence line or grade that doesn't match your signed drawing

6. A concrete footing we poured that cracks or fails

We decide claims by **cause**: if our installation caused the problem, it's covered.

What we do. We repair or replace the affected work. Labor and the materials we supply are free.

Wood fences.

- **Post rot, 2 years:** if a post we set rots at or below ground level within 2 years of completion, we replace it.
- **Natural wood changes:** checking, splitting, twisting, shrinkage and color change are normal for wood. They are not defects.
- **Picket rot:** not covered. That includes pickets run to the ground at your request.

Gate adjustments. A gate problem caused by how we hung the gate is covered as workmanship (item 2). Other adjustments, from normal use, ground movement or slamming, are a paid service at our repair price sheet rate.

Manufacturer claims. If a manufacturer denies your material claim because of how we installed the product, we handle it as a workmanship claim.

5. Material warranty

Your fence materials carry the **manufacturer's own warranty**. We give you the manufacturer's warranty document for your product, and we register your warranty where the manufacturer allows it. Manufacturer warranties usually do not pay for removal or reinstallation labor.

6. Wood fence 1-year visit

About a year after we install your wood fence, we come back to check it. Labor for that visit is included. Any replacement boards are billed at the price agreed in advance from our repair price sheet.

7. Repairs and storms

Repairs while we're on site. When we're already at your property, we can replace damaged materials at our repair price sheet prices, with no trip fee. This is a paid repair, not warranty work.

Storm damage. Damage from wind gusts above 58 mph, named storms, falling trees or flying debris is not a workmanship defect.

After a storm:

- **Cost:** storm repairs cost more, because labor gets scarce and expensive.
- **Priority:** existing customers get priority scheduling for replacements. Minor and non-emergency repairs wait until the first rush is over.
- **Quick pricing:** we email every customer asking for a walk-around video of the fence line, so we can see the damage and send pricing quickly.
- **Insurance:** we give you the documentation your insurance company needs.
- **Do it yourself:** our DIY Corner guide helps you make simple repairs yourself.
- **Material prices:** we don't raise material prices after a storm unless our own costs went up.

8. What's not covered

- Ground settling or soil movement
- Damage from impact, vehicles, animals, climbing, misuse, or use outside the fence's intended purpose
- Changes or repairs made by anyone other than ASAP Fence & Gates

- Underground lines that were not marked or disclosed to us, including irrigation, septic, low-voltage and landscape lines. If you chose the Sprinkler Repair Option on your contract, we repair sprinkler damage under that option.
- Losses that result from a fence problem, such as an escaped pet or damaged landscaping

Our total responsibility under these terms is limited to the price of your contract.

9. Selling your home

This warranty transfers once to the next owner of the home. The new owner must contact us within 60 days of the sale to register.

10. How to make a claim

Call or text us, and send photos or a walk-around video of the problem.

- Bradenton / Tampa: (941) 417-8992
- Orlando / Leesburg: (321) 486-6414

We reply within 2 business days. When a repair is covered, we schedule it within 10 business days. Declared storm periods are the exception.

Customer copy. These terms are part of your contract when your contract names version ASAP-WG-2026.10.

Customer name

Contract / job number

Customer signature

Date

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