



For USA Only

Warranty ID # 0000

Client Copy

QUEENTILE PREMIUM ROOFING LLC (the “Company”) hereby warrants to the original purchaser and property owner (the “Owner”) that its roofing products (“Product(s)”) shall be free from manufacturing defects in materials and workmanship, subject to the terms and limitations stated in this Warranty. This Warranty covers the following specific performance standards of the Product(s), when properly installed and maintained in accordance with the Company’s written instructions:

- i) The Product(s) will resist damage from wind uplift under wind velocities of up to 120 miles per hour;
- ii) The substrate of the Product(s) will not be penetrated by hail stones less than two and one-half (2.5) inches in diameter in a manner that results in a loss of weatherproofing;
- iii) The Product(s) shall remain leak-proof and non-combustible under normal weather exposure conditions;
- iv) The surface coating of the Product(s) will not materially deteriorate beyond normal weathering (defined as minor granule loss, slight fading, or other non-functional changes in appearance) to the extent that performance is adversely affected.

These assurances constitute the basis of this Limited Warranty and apply for the full duration of the Warranty period as defined herein.

REGISTRATION:

This Warranty is valid only if the Owner registers the Product(s) within thirty (30) calendar days of the original installation date. Registration must be submitted by email to market@queentile.us and must include the following information:

Property Owner’s full name and email address

Installation address

Product type and color

Date of installation

Name of the roofing contractor

This Warranty becomes valid only upon written confirmation from the Owner acknowledging receipt of the Warranty Certificate.

Failure to register the Product(s) within the required timeframe shall void this Warranty unless otherwise prohibited by applicable state law. Proof of registration may be required to initiate any claim.

LIMITATION OF LIABILITY:

For Products determined by the Company to contain manufacturing defects in materials or workmanship that materially impair performance, the Company shall, at its sole discretion, either repair or replace the defective Product(s).

During the first twenty (20) years from the original date of installation, the Company’s obligation shall be limited exclusively to the repair or replacement of the defective Product(s), at its sole discretion, and only if the defect is determined to be due solely to manufacturing defects. The Company’s total liability shall under no circumstances exceed the original purchase price of the affected Product(s). This Warranty expressly excludes all associated or incidental costs, including but not limited to labor, removal, reinstallation, disposal, freight, equipment access, permits, and any other indirect or consequential expenses.

From year twenty-one (21) through year fifty (50), the Company’s liability shall be limited to furnishing replacement Product(s) on a prorated basis. The proration shall reduce the Company’s responsibility by 2% for each year beyond the twentieth, resulting in no warranty coverage beyond year fifty. All replacement materials provided under this prorated warranty shall exclude labor and associated costs as described above.

The Company will make reasonable efforts to provide replacement Product(s) of the same color and profile. However, due to changes in manufacturing, availability, or raw material supply, color and design variations may occur, and the Company reserves the right to substitute Product(s) of similar appearance and function without liability for mismatch or aesthetic difference.

TRANSFERABILITY:

This Warranty is transferable one (1) time to a subsequent owner of the structure on which the Product(s) were originally installed, provided that all of the following conditions are met:

The Product(s) remain installed on the original structure and location, without modification, removal, or relocation; and

The subsequent owner submits a written transfer request to the Company within thirty (30) calendar days of property ownership transfer, including the following documentation:

Proof of property ownership transfer (e.g., deed or closing statement);

Date of original Product installation; and

A copy of the original Warranty certificate (if available).

Transfer of this Warranty shall not extend or renew the original Warranty period. All coverage remains strictly measured from the original date of installation, regardless of ownership changes.

Failure to submit the required transfer documentation within the specified timeframe will void this Warranty for the subsequent owner, unless otherwise prohibited by applicable state law.

CLAIM PROCEDURE AND CONDITIONS

Any claim under this Warranty must be submitted in writing to the Company within the applicable Warranty period and no later than sixty (60) calendar days after the defect was first discovered or reasonably should have been discovered.

To initiate a claim, the Owner must provide the following documentation:

A detailed written description of the claimed defect, including the date it was discovered;

A copy of the original purchase agreement or invoice, including the purchase price;

The date of Product installation;

Full name and email address of the Owner;

Property address where the Product(s) are installed;

In the case of a subsequent owner: proof of valid Warranty transfer as described above.

Claims must be submitted by email to market@queentile.us. The Company reserves the right to request additional documentation, photographs, or an independent inspection prior to making a determination.

IMPORTANT: Any repair, removal, modification, or replacement of the Product(s) performed without the Company’s prior written consent — except in the case of temporary emergency repairs to prevent immediate damage — will void this Warranty in its entirety.



EXCLUSIONS FROM WARRANTY COVERAGE

This Warranty covers only manufacturing defects in materials or workmanship of the Product(s) as expressly stated herein. It does not cover any damage, failure, or deterioration resulting from causes beyond the Company's control, including but not limited to the following:

Improper installation, including failure to follow the Company's written installation instructions or generally accepted roofing practices;

Installation by unlicensed, uninsured, or unqualified contractors;

Any modification, alteration, mishandling, or physical damage to the Product(s) after shipment from the Company;

Use of the Product(s) for any purpose other than as roofing material on a properly designed structure;

Structural movement, failure, distortion, settlement, or improper design of the building or roof deck;

Damage or aesthetic changes resulting from foot traffic, tools, falling objects, tree branches, or other foreign objects;

Environmental exposure including, but not limited to, mold, mildew, fungi, algae, moss, salt air, pollution, chemicals, or airborne contaminants;

Use or application of paints, sealants, coatings, fasteners, cleaning agents, adhesives, or chemicals not expressly approved in writing by the Company;

Damage caused by neglect, improper maintenance, failure to perform routine inspections, or failure to address known issues in a timely manner;

Damage caused by animals, birds, rodents, insects, or other pests;

Damage resulting from fire, lightning, impact, windstorms, hail, hurricanes, tornadoes, earthquakes, floods, ice, snow, or any other natural disasters or severe weather events;

Damage arising from war, civil unrest, terrorism, vandalism, theft, or any other external force or act of God.

This Warranty does not cover fading, discoloration, chalking, or granule loss due to normal weathering or exposure. These conditions are considered inherent to all exterior building materials and do not affect product performance.

SOLE WARRANTY / LIMITATION OF AUTHORITY

This document constitutes the sole and exclusive Warranty provided by QUEENTILE PREMIUM ROOFING LLC for its roofing Product(s). No other warranty, written or oral, shall be considered valid or binding upon the Company.

Dealers, distributors, contractors, and installers are not authorized agents of the Company and have no authority to extend, modify, or make any representation, promise, or warranty—express or implied—regarding the Company's Products or services. The Company explicitly disclaims any and all such unauthorized statements or assurances.

The Company strongly recommends that all property owners consult directly with their roofing contractor regarding any separate installation or workmanship warranties, as such warranties are entirely independent from this Product Warranty and are not covered or endorsed by QUEENTILE PREMIUM ROOFING LLC.

DISCLAIMER OF CONSEQUENTIAL DAMAGES AND IMPLIED WARRANTIES

The remedies described in this Warranty are the sole and exclusive remedies available to the Owner. In no event shall QUEENTILE PREMIUM ROOFING LLC be liable for any incidental, indirect, special, or consequential damages of any kind, including but not limited to:

Damage to property or structure;

Loss of use, profits, or revenue;

Costs related to water intrusion or interior damage;

Any other loss arising out of or related to a claimed Product defect.

All implied warranties, including but not limited to warranties of merchantability and fitness for a particular purpose, are hereby disclaimed and shall not extend beyond the duration of this express Warranty.

Note: Some U.S. states do not allow the exclusion or limitation of incidental or consequential damages or implied warranties. In such cases, these limitations may not apply to you, and your rights may vary depending on state law.

GOVERNING LAW AND SEVERABILITY

This Warranty shall be governed by and construed in accordance with the laws of the U.S. state in which the Product(s) are installed, without regard to its conflict of law principles. If any provision of this Warranty is found to be invalid, illegal, or unenforceable under applicable law, such provision shall be deemed modified only to the extent necessary to render it enforceable. The remaining provisions shall remain in full force and effect.

50 YEAR LIMITED WARRANTY

FIRST / LAST NAME _____

ADDRESS _____

ROOFING CONTRACTOR DATE _____

INSTALLED _____

PROFILE: ☐ SHAKE ☐ STANDARD ☐ SLATE ☐ CLASSIC ☐ VERONA

COLOR: _____

COMPANY ADDRESS FOR TRANSFER NOTICES AND FOR THE PRESENTATION OF WARRANTY CLAIMS:

QUEENTILE PREMIUM ROOFING LLC

Email: market@queentile.us

Website: www.queentile.us

TO ACTIVATE THE WARRANTY:

Please confirm receipt of this Warranty Certificate by replying via email to market@queentile.us within thirty (30) days of installation.

No physical signature or form submission required.