

CORNERSTONE HOME & COMMERCIAL SERVICES
LIMITED WARRANTY INFORMATION

COMPONENT / PART WARRANTY

What Does This Warranty Cover?

This warranty covers *any defects or malfunctions in your appliance, HVAC, vending machine or other component sold by Cornerstone Home & Commercial Services.

How Long Does The Coverage Last?

ALL NEW OEM OR MANUFACTURER APPROVED APPLIANCE & HVAC PARTS INSTALLED BY CORNERSTONE HOME & COMMERCIAL SERVICES, ARE COVERED BY A 1 YEAR WARRANTY. *[90 DAYS FOR APPLIANCE PARTS INSTALLED AT ANY RENTAL PROPERTIES]*

ALL NEW OEM OR MANUFACTURER APPROVED VENDING MACHINE PARTS ARE COVERED BY A 90 DAY WARRANTY.

What Will Cornerstone Do?

Cornerstone Home & Commercial Services will replace *any defective or malfunctioning part at no charge if replaced within said year of warranty.

What Does This Warranty Not Cover?*

Any issues with component not found to be caused by manufacturer defect or our technician error will be subject to customer out of pocket trip & diagnostic charges to Cornerstone Home & Commercial and part will not be covered under warranty. Part warranty is limited to services only provided by Cornerstone Home & Commercial Services. Any other abuse, misuse, or an act of God (such as flood), unauthorized adjustments, replacements, tampering, installer error or other interference from client or another service company will void part warranty with customer acknowledging charges for new part(s) and freight/shipping and labor if applicable. Other restrictions may apply. FREIGHT OR SHIPPING CHARGES FOR NEW PARTS ARE OFTEN COVERED IN MOST CASES, HOWEVER NOT ALWAYS. ASK YOUR TECHNICIAN AT THE TIME OF SERVICE. While certain exceptions are subject to management decision concerning components outside of the 1 year by a matter of days or perhaps weeks, we **cannot** honor this warranty outside of said year.

CORNERSTONE HOME & COMMERCIAL SERVICES
LIMITED WARRANTY INFORMATION

How Do You Get Service?

In order to be eligible for service under this warranty, you must contact us within the time limits of said warranty.

Cornerstone Home & Commercial Services
P.O. Box 150655
Austin, TX 78715
(512) 535-7836
service@cornerstoneaustin.com

Our technician will inspect unit component(s) upon arrival and provide the results of their inspection including diagnosis. If unit is not duplicating error or symptoms, we cannot make any repairs if they are indeed functioning correctly. If you inform us that you wish to provide us with the necessary parts, we cannot cover them or provide reimbursement under this warranty. If unit is under labor / service call warranty, there will be no service call trip & diagnosis charge for visit. If unit is outside of labor / service call warranty, customer acknowledges responsibility for said charges.

How Does State Law Apply?

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

What If My Unit Is Under Manufacturer's Warranty?

Unless Cornerstone is dispatched directly from your manufacturer, it is the responsibility of the unit owner to know whether or not they are under manufacturer's warranty. Manufacturer Warranty service scheduling subject to availability of scheduling time slots. If any form of pre-authorization is required by your manufacturer, please contact them for details before scheduling an appointment with us. You **MUST** provide us with said pre-authorization number, accurate **DATE OF PURCHASE, SERIAL NUMBER & MODEL NUMBER** when scheduling appointment. Any issues with your unit(s) not found to be caused by manufacturer defect or malfunction are subject to out of warranty trip & diagnostic charges to Cornerstone Home & Commercial Services or initial visit and or additional labor & parts if applicable. Other restrictions may apply. Please contact your manufacturer for details.

Texas Residential Appliance Installers Contractor License Number: TICL458
Texas Residential & Commercial Air Conditioning License Number: TACLA40339C
*"Regulated by The Texas Department of Licensing & Regulation, P.O. Box 12157, Austin, Texas, 78711, 1-800-803-9202, 512-463-6599
Website: www.license.state.tx.us/complaints"*

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REPAIR & INSTALL LABOR / SERVICE CALL WARRANTY

What Does This Warranty Cover?

SERVICE CALL TRIP & DIAGNOSIS CHARGE IS ALWAYS BUILT INTO ANY LABOR ESTIMATES GIVEN FOR REPAIR, PER UNIT. IF TRIP CHARGE IS PREPAID PRIOR TO REPAIR, DURING INITIAL VISIT / DIAGNOSIS, THE AMOUNT IS DEDUCTED FROM THE LABOR OF THE ACTUAL REPAIR FOR THE SAME UNIT. This warranty covers labor costs for *any defect or malfunctions to your individual unit.

How Long Does The Coverage Last?

- SERVICE CALL / LABOR CHARGES FOR REPAIRS ARE COVERED FOR 30 DAYS.
- SERVICE CALL / LABOR CHARGES FOR NEW HOME APPLIANCE & COMMERCIAL VENDING MACHINE INSTALLATION ARE COVERED FOR 30 DAYS.
- SERVICE CALL / LABOR CHARGES FOR NEW RESIDENTIAL & COMMERCIAL HVAC INSTALLATION ARE COVERED FOR 1 YEAR.

If an additional service call is requested, due to an ongoing issue after a repair or initial trip charge has already been paid; however *is* within 30 days of said service call, there will be no new service call trip charge. This would fall under the 30 day labor limited warranty. A service call charge is *exclusively* for trip and diagnosis.

What Will Cornerstone Do?

Cornerstone Home & Commercial Services will perform repair services at no charge for *any job caused by defect or malfunction at no charge if performed within said time frame of limited warranty.

What Does This Warranty Not Cover?*

Any issues with your unit not found to be caused by manufacturer defect or our technician error will be subject to customer out of pocket trip & diagnostic charges to Cornerstone Home & Commercial and labor will not be covered under warranty. Labor warranty is limited to services only provided by Cornerstone Home & Commercial Services. Any other abuse, misuse, or an act of God (such as flood), unauthorized adjustments, replacements, tampering, installer error or other interference from client or another service company will void labor warranty with customer acknowledging charges for labor and likely new part(s) and freight/shipping if applicable. Other restrictions may apply. Ask technician at the time of service or contact us. **IF THE ISSUE IS CAUSED BY ANYTHING OUTSIDE OF THE REPAIR PERFORMED BY OUR TECHNICIAN, OR CAUSED BY CUSTOMER TAMPERING / DAMAGE, CUSTOMER ACKNOWLEDGES RESPONSIBILITY FOR NEW SERVICE CALL TRIP CHARGES AND OR ADDITIONAL LABOR CHARGES TO BE DUE UPON JOB / DIAGNOSIS COMPLETION.** While certain exceptions are subject to management decision concerning labor for repairs needed outside of the warranty time frame, by a matter of days or perhaps weeks, we ***cannot*** honor this warranty outside of said time frame.

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