Hometown Roofing & Restorations

Hometown Hero Protection Plan

Maintenance & Service Agreement

The Hometown Hero Protection Plan ("Plan") is a residential roof maintenance and service program provided by Hometown Roofing & Restorations ("Hometown Roofing") to the participating homeowner ("Homeowner").

The Plan provides scheduled roof inspections, preventative maintenance, photographic documentation, limited minor repair services, and certain emergency services subject to the terms, conditions, and limitations set forth below.

For purposes of this Agreement, a "Plan Year" means each consecutive twelve (12) month period beginning on the date Hometown Roofing receives the Homeowner's original first payment and each annual anniversary of that date thereafter.

1. Plan Enrollment, Payment & Renewal

The Hometown Hero Protection Plan is available under the following pricing options:

Roof Size	Monthly Payment	Annual Payment
30 squares or less	$39.95 / month	$400.00 / year
31 squares or more	$49.94 / month	$500.00 / year

Monthly payments will be automatically billed to the Homeowner's authorized payment method. Annual payments are due in advance for the applicable Plan Year.

The initial Plan term begins on the date Hometown Roofing receives the Homeowner's first payment. The Plan will automatically renew for successive one-year terms on the annual anniversary of the date of the Homeowner's original first payment, unless canceled in accordance with Section 10 of this Agreement.

The Homeowner authorizes Hometown Roofing to charge the payment method on file for applicable recurring Plan payments. The Homeowner is responsible for maintaining current and valid billing and payment information.

2. Scope of Included Inspection Services

The Hometown Hero Protection Plan includes two (2) scheduled inspections per Plan Year.

Each inspection will consist of a visual inspection and photographic documentation of reasonably observable areas and components of the property. The inspection is intended to identify visible conditions, signs of damage, deterioration, maintenance concerns, and other conditions that may warrant further evaluation or repair.

Inspection areas and components include, but are not limited to:

- General overhead roof photographs documenting overall roof condition and visible concerns, including granular loss, discoloration, algae, storm-related damage, and other readily observable conditions.
- Roofing materials and visible roof-system components, including shingles, fasteners, flashing, penetrations, ventilation components, and other visible roofing accessories.
- Vents, pipe boots, turbines, skylights, and visible components associated with solar panel installations.
- Hips, valleys, ridges, and gables.
- Fascia, soffit, and gutters.
- Roofing above and below patios and porches.
- Chimneys and chimney flashing.
- Garage doors, siding, and window screens.
- Foundation, crawl-space areas, and visible signs of ground erosion, limited to exterior photographic documentation and exterior observations only.
- Exterior portions of A/C units and mailboxes.
- Trees surrounding the Homeowner's property and neighboring properties that may present a visible concern or potential impact to the roof or property. The inspection is visual in nature and does not include destructive testing, engineering analysis, environmental testing, code-compliance inspection, or inspection of concealed conditions unless separately agreed to in writing.

Roof Access and Drone Inspections

Roof height alone will not prevent Hometown Roofing from completing an inspection.

Hometown Roofing will determine the appropriate inspection method based upon the configuration and conditions of the property. When direct physical roof access is impractical, unusually difficult, or otherwise determined inappropriate by the inspecting representative, Hometown Roofing may utilize drone technology equipped with 4K imaging capabilities to inspect and document the roof system.

A drone inspection performed under these circumstances will satisfy the Plan's requirement for a scheduled roof inspection. The method of inspection, including whether the roof is physically accessed or inspected through drone imagery, will be determined by Hometown Roofing based upon conditions existing at the property at the time of inspection.

Weather Delays and Rescheduling

Hometown Roofing will not require an inspector to physically access a roof or operate inspection equipment when weather conditions make the inspection unsafe or impractical, including conditions involving rain, lightning, or other hazardous weather.

If a scheduled inspection must be canceled or discontinued because of rain, lightning, or other unsafe weather conditions, Hometown Roofing will make reasonable efforts to reschedule and complete the inspection later the same day when conditions permit.

If same-day completion is not reasonably possible, the inspection will be rescheduled for a date no later than seven (7) calendar days after the originally scheduled inspection date, subject to continued unsafe weather conditions or other circumstances beyond Hometown Roofing's reasonable control.

Inspection Report

Following each scheduled inspection, Hometown Roofing will provide the Homeowner with a professionally prepared PDF roof inspection report containing photographs and documentation of observed conditions.

The report may be used by the Homeowner for maintenance records and may be suitable for submission to the Homeowner's insurance provider. Hometown Roofing does not guarantee that any insurance provider will accept the report, provide coverage, approve a claim, or make payment based upon the report.

Regular inspection and maintenance may help identify developing conditions and may support the useful life of a roof, but Hometown does not guarantee that participation will extend roof life or prevent leaks, deterioration, storm damage, or replacement.

3. Included Minor Maintenance & Repair Services

The Plan includes limited minor maintenance and repair services intended to address small roofing maintenance items that can reasonably be completed by the Hometown Roofing representative using materials and supplies normally carried during an inspection or service visit.

Included materials may consist of items such as:

- Replacement shingles, subject to availability and without any guarantee of an exact color, manufacturer, style, age, or weathered appearance match.
- Roofing silicone or sealant.
- Caulk.
- Roofing nails.
- Screws.
- Similar minor roofing materials normally carried by the inspecting representative.

Included labor and materials for minor maintenance and repair services are limited to a maximum of one hundred (100) square feet of repair area or $250.00 in total repair value per Plan Year, whichever limit is reached first.

For purposes of this Plan, repair value means Hometown Roofing's normal retail value for the labor and materials associated with the work performed.

Minor maintenance may include, when appropriate:

- Securing loose nails.
- Tightening or replacing loose screws.
- Applying sealant, silicone, or caulk.
- Replacing a limited number of shingles.
- Making other minor roofing adjustments that can reasonably be completed during the service visit with available materials and equipment. Once either the 100-square-foot limit or $250.00 repair-value limit has been reached during a Plan Year, additional work will no longer be considered included maintenance and will instead be treated as a separate repair.

The included maintenance benefit does not require Hometown Roofing to perform work that, in Hometown Roofing's reasonable judgment, cannot be safely or properly completed as minor maintenance or requires specialized materials, equipment, additional personnel, or additional visits.

4. Emergency Tarping

The Plan includes one (1) emergency tarping mobilization per Plan Year for sudden roof damage that, in Hometown Roofing's reasonable judgment, is causing or is reasonably likely to cause imminent water intrusion. Preexisting, recurring, or chronic leaks do not qualify for the included emergency tarping benefit unless Hometown Roofing agrees otherwise in writing.

Emergency tarping service is available within the following Alabama counties:

- Jefferson County
- Shelby County
- Etowah County
- Calhoun County
- Talladega County
- Blount County
- Chilton County
- Tuscaloosa County
- Walker County

For properties located within these counties, Hometown Roofing will use reasonable efforts to respond within twenty-four (24) hours after Hometown Roofing confirms the service request and receives all required authorization, information, and safe access to the property. The twenty-four (24) hour response period is a target response time and is not a guarantee.

Homeowners located outside the counties listed above may receive emergency tarping service at Hometown Roofing's discretion but should expect response times longer than twenty-four (24) hours.

Emergency response may be delayed or declined due to active storms, darkness, unsafe roof or structural conditions, road closures, widespread storm events, personnel or material shortages, or other circumstances beyond Hometown Roofing's reasonable control.

Included Tarping Benefit

The included emergency tarping benefit is limited to one (1) mobilization per Plan Year and temporary tarping covering no more than 200 square feet (2squares) or $250.00 in total retail value, whichever limit is reached first.

For purposes of this Section, retail value includes Hometown Roofing's normal retail value for applicable labor and materials.

Any additional materials, labor, trips, tarp removal, or permanent repairs are outside the included Plan benefit and require separate written authorization and additional charges unless expressly stated otherwise in writing.

Temporary Nature of Tarping

Emergency tarping is a temporary mitigation measure only and is not a permanent repair. Hometown Roofing does not warrant or guarantee that a temporary tarp will prevent all water intrusion or remain effective for any particular period of time.

Following installation of an emergency tarp, the Homeowner is responsible for:

- Promptly arranging for permanent repairs.
- Monitoring the condition of the tarp following storms, high winds, or other weather events.
- Taking reasonable measures to protect interior contents and personal property from further damage.
- Promptly notifying the Homeowner's insurance carrier when appropriate.

The Homeowner may not remove, relocate, alter, or modify the tarp or its fastening materials without authorization from Hometown Roofing. Any tarp and fastening materials supplied by Hometown Roofing remain the property of Hometown Roofing. Hometown Roofing retains the right to retrieve those materials following their use.

5. Repairs and Work Outside the Plan

If an inspection or service visit identifies work that exceeds the included maintenance limitations or otherwise falls outside the scope of the Hometown Hero Protection Plan, Hometown Roofing will notify the Homeowner of the condition and may provide recommendations for appropriate repairs.

Work will be considered outside the Plan when:

- The annual included maintenance benefit has reached either the 100-square-foot repair-area limit or $250.00 repair-value limit, whichever occurs first.
- The work requires materials that are not normally carried by the inspecting representative.
- The work requires specialized labor or equipment.
- The work requires additional personnel.
- The work requires one or more additional service visits.
- The work otherwise exceeds the scope of minor maintenance provided under this Plan.

Hometown Roofing will provide the Homeowner with a separate written estimate and/or repair contract for any work that falls outside the scope of the Plan. No repair or additional work outside the Plan will be performed without the Homeowner's written approval of the applicable estimate or repair contract.

Any separately authorized repair work will be billed independently from the Hometown Hero Protection Plan and will be governed by the terms contained in the applicable estimate or repair contract.

6. Payment Terms for Additional Repairs

Unless different payment terms are stated in a separately executed estimate or repair contract, payment for additional authorized work is due in full upon completion.

Additional repair charges are separate from and are not included in the Homeowner's Hometown Hero Protection Plan payment.

7. Insurance Documentation

Inspection reports and photographic documentation provided through the Plan may assist the Homeowner in documenting the condition of the property and may be submitted to an insurance provider.

Hometown Roofing does not act as the Homeowner's insurance provider and does not guarantee:

- Insurance coverage.
- Claim approval.
- Claim payment.
- The amount of any insurance payment.
- Acceptance of Hometown Roofing's inspection report by an insurance carrier.

Insurance coverage and claim decisions remain solely within the authority of the applicable insurance provider.

8. Customer Responsibilities

Inspection Scheduling and Service Requests

Both included inspections for the applicable Plan Year will be scheduled at the time the Homeowner enters into the Hometown Hero Protection Plan.

The Homeowner may request service, contact Hometown Roofing regarding a scheduled inspection, or report an emergency by phone at 205-984-4777 or by email at hq@htroofers.com.

Hometown Roofing may provide appointment or inspection reminders as a courtesy; however, the Homeowner remains responsible for maintaining and attending scheduled inspection appointments.

Unused inspections expire at the end of the applicable Plan Year and do not roll over, accumulate, or carry forward into any subsequent Plan Year.

Property Ownership and Authority

The Homeowner represents that the Homeowner owns the property or has obtained authority from all necessary owners, landlords, tenants, homeowners' associations, property associations, or other interested persons to enroll the property in the Plan and authorize Hometown Roofing to perform the services described in this Agreement.

The Homeowner is responsible for obtaining any permissions, approvals, or authorizations necessary for Hometown Roofing to access the property and perform services under the Plan.

Photographs, Video, and Drone Imaging

The Homeowner authorizes Hometown Roofing to take and retain photographs, video, and lawful drone imagery of the property as reasonably necessary for inspection, documentation, maintenance, repair, emergency service, and other purposes related to performance of the Plan.

Drone operations remain subject to applicable laws, regulations, airspace restrictions, weather conditions, and safe operating conditions.

Insurance-Related Service Requests

When an inspection or service request relates to an existing or potential insurance claim, the Homeowner agrees to provide Hometown Roofing with reasonably requested information concerning the applicable insurance carrier, policy, claim, and insurance adjuster.

Hometown Roofing may provide inspection reports, photographs, measurements, estimates, and other documentation concerning the condition of the property and services performed.

Hometown Roofing does not act as a public adjuster and will not interpret insurance coverage, negotiate an insurance claim on behalf of the Homeowner, or guarantee claim approval, coverage, or payment.

9. Limitations of the Plan

The Hometown Hero Protection Plan is a maintenance and service program. It is not an insurance policy.

It is not a warranty covering all roofing failures, leaks, storm damage, structural damage, or other property conditions.

Inspections performed under the Plan are intended to identify visible conditions existing at the time of inspection. The presence of an inspection report does not guarantee that:

- Every defect or condition will be discovered.
- Future leaks or damage will not occur.
- The roof will remain free from storm damage.
- The roof or property complies with all building codes.
- Concealed or latent conditions do not exist.

Hometown Roofing is not responsible under this Plan for concealed conditions that are not reasonably observable during the inspection.

10. Plan Cancellation

The Homeowner may cancel the Hometown Hero Protection Plan at any time by providing notice of cancellation to Hometown Roofing.

Cancellation becomes effective upon Hometown Roofing's receipt and processing of the cancellation request.

Upon cancellation, all unused or uncompleted Plan benefits immediately terminate. Any inspection, inspection report, maintenance service, emergency tarping benefit, or other Plan service that has not been completed by Hometown Roofing as of the effective date of cancellation shall be considered null and void, and Hometown Roofing shall have no further obligation to perform or complete such service.

Any inspection scheduled for a date after cancellation will automatically be canceled. Hometown Roofing will not be required to complete or deliver an inspection report for an inspection that had not been completed prior to the effective date of cancellation.

Cancellation does not eliminate the Homeowner's responsibility for amounts already due or for separately authorized repairs or services performed before the effective date of cancellation.

11. Entire Agreement & General Terms

Entire Agreement

This Agreement contains the terms and conditions governing participation in the Hometown Hero Protection Plan. No verbal statement, representation, or promise shall modify the terms of this Agreement unless the modification is made in writing and agreed to by both the Homeowner and an authorized representative of Hometown Roofing.

Governing Law and Venue

This Agreement shall be governed by and construed in accordance with the laws of the State of Alabama, without regard to conflict-of-law principles. Venue for any action arising out of or relating to this Agreement shall lie in Jefferson County, Alabama, subject to any nonwaivable applicable law.

Notices

Any notice required or permitted under this Agreement must be in writing and delivered personally, by a nationally recognized overnight carrier, by certified mail, or by email to the applicable contact information stated in this Agreement. Each party is responsible for promptly providing written notice to the other party of any change in its applicable contact information.

Severability

If any provision of this Agreement is determined to be invalid, illegal, or unenforceable, the remaining provisions of the Agreement will remain in full force and effect to the extent permitted by law.

No Waiver

A party's failure or delay in enforcing any provision of this Agreement shall not constitute a waiver of that provision or of the party's right to enforce that provision in the future.

Assignment

The Homeowner may not assign or transfer the Plan or any rights or benefits under the Plan without the prior written consent of Hometown Roofing. If selling the home, the new owner of the property can enroll in the plan for $150. In this particular circumstance, the new owner of the home will only receive whatever is remaining on the seller’s plan, until the new owner can renew.

Electronic Signatures and Counterparts

This Agreement may be executed electronically and in counterparts. Electronic signatures and signatures delivered electronically shall have the same force and effect as original signatures.

Separate Agreements for Additional Work

Any repair, maintenance, or other work outside the scope of the Hometown Hero Protection Plan requires a separate written estimate and/or repair contract as provided elsewhere in this Agreement. The separate written estimate or repair contract will govern the additional work.

No Third-Party Beneficiaries

This Agreement is solely for the benefit of Hometown Roofing and the Homeowner. No person or entity other than the parties to this Agreement is an intended third-party beneficiary of the Agreement.

Acceptance

Acceptance

By signing below, the Homeowner acknowledges that the Homeowner has reviewed and agrees to the terms and conditions of the Hometown Hero Protection Plan.

HOMEOWNER NAME:
____

PROPERTY ADDRESS:
____

PHONE: ____

EMAIL: ____

SELECTED PAYMENT OPTION:

☐ 30 Squares or Less — $39.95/month
☐ 30 Squares or Less — $400.00 annual fee
☐ 31 Squares or More — $49.95/month
☐ 31 Squares or More — $500.00 annual fee

HOMEOWNER SIGNATURE: ____

DATE: ____

Hometown Roofing & Restorations
AUTHORIZED REPRESENTATIVE: _______________________________________
SIGNATURE: ____
DATE: ____