

# Roof Protection



## Contact Us

Complete Appliance Protection  
1532 NE 96th Street, Suite A  
Liberty, MO 64680

Office: 1-800-978-2022  
Fax: 1-816-792-2009  
Email: [claims@completehomewarranty.com](mailto:claims@completehomewarranty.com)

## In Canada

Complete Appliance Protection  
1801 - 1 Yonge Street  
Toronto, ON M5E 1W7

## Complete Appliance Protection, Inc.

This agreement is serviced and underwritten by Complete Appliance Protection, and is provided free of charge by your home inspector as part of your paid and completed home inspection.

## 1. DEFINITIONS:

“**Servicer**” means the Servicer you have selected.

“**Company**” means Complete Appliance Protection, Inc., 1532 NE 96th St., Suite A, Liberty, MO 64068, the administrator for the Complete Protection (CP) program.

“**You or Your**” means the recipient of this Service Plan who is also the owner of the home which is not being used for commercial purposes.

“**Service Plan or Plan**” means this Roof Protection Plan.

## 2. TERM OF PLAN:

This Plan runs for a period of 355 days from the day of inspection.

## 3. WHAT THE PLAN COVERS:

This Plan provides repairs for leaks from the roof only as a result of normal wear and tear. For example, the Plan will pay for the necessary labor and materials for the caulking, liquid cement waterproofing or tar papering of the leak itself. The roof on the home itself is protected and specifically excludes other structures on the property. If protected, the Company shall pay \$3,000 of charges after the home owner has paid the first \$500 for any repairs and investigation. All other expenses over the first \$3,500 are also the home owners responsibility.

## 4. HOW TO MAKE A CLAIM:

You make a claim by first calling the Company (1-800-978-2022) to obtain a claim number prior to the expiration of this Plan. You will be asked to find a Servicer of your own choosing who will need to provide a written explanation of what caused the problem and an itemized estimate to fix the problem. This documentation must be provided within 10 calendar days of receiving Your claim number. Pictures and/or video may need to be supplied. You will also be asked to provide the Company a copy of your home inspection report.

## 5. WHAT THE PLAN DOES NOT COVER:

**A. Prior to Home Inspection:** The Company will not pay for repairing anything that occurred prior to the Home Inspection.

## **B. Situations Normally Covered By Your**

**Homeowners Policy:** The Company will not pay for repairs or damage caused by floods, fire, lightning, power surges, theft, power/water supply outages, natural disasters, acts of God, civil disobedience, war, or from secondary damage resulting from a leak.

**C. Untimely Reporting:** The Company will not pay any claims if they were reported after this Plan has ended.

**D. Renovation:** Any home that is being renovated is not protected under this Plan as well as any damage caused by You and/or a third party or as a result of abuse, neglect or lack of maintenance.

**E. Not up to Code:** The Company will not pay for the repair of anything that is required by any government body; city, state, federal or other third party.

**F. Investigation:** The Company will not pay for the repair of any damage done due to the investigation or repair of a covered claim. For example, repairing sheet rock, or insulation that were accessed during the investigation or repair.

**G. Bad Components:** The Company will not pay to repair or replace any components including roof coverings and shingles, but will pay for their removal from the property.

**H. Noted Defect:** The Company shall not pay for any repair when the home inspector has noted a defect (damage, leaks, improper installation or worn materials) or the consequential damages caused by the defect.

**I. Consequential Damage:** The Company will not pay for any damage resulting from the leak. This also includes lost time, lost use of your home, or any damages due to special circumstances.

**Call 1-800-978-2022 if you have any questions.**

