

# Consolidated Limited Product Warranty

**All-in-One Warranty Coverage** Exclusively for Metal Alliance Customers

Metal Alliance products are backed by industry-leading warranty coverage from Roofing Warranty, LLC. Follow the easy steps below to get covered today.

## STEP 1 Request Consolidated Warranty *One-time sign-up. One document. One warranty.*



### 1a. Activate Warranty Online

- Go to [metalalliance.com/warranty](https://metalalliance.com/warranty).
- Click Activate Warranty button.
- Complete online form and submit.



### 1b. Sign & Submit Agreement

- Upon receipt, sign/date Consolidated Warranty Agreement.
- Make a copy for your records.
- Send original to Roofing Warranty as indicated.



### Your Company is Covered<sup>1</sup>

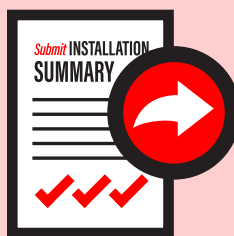
- Upon receipt, Roofing Warranty will countersign and return a copy of the Agreement for your records.
- Go to Step 2 to register a specific project under your warranty.

## STEP 2 Register Installation Summary *for each project within 60 days of completion.*



### 2a. Register Installation Summary Online

- Go to [metalalliance.com/warranty](https://metalalliance.com/warranty).
- Click Register Installation Summary button.



### 2b. Complete & Submit Installation Summary

- Complete and submit project-specific information within 60 days of completed installation<sup>2</sup>.
- You'll need your Metal Alliance invoice number(s) for the installed material as well as Lot #s and/or Mill Tag #s.
- Submit completed Installation Summary.



### Project is Registered<sup>2</sup>

- Upon submission, you'll receive a copy of your completed Installation Summary via email.
- No further action is required.

*Note: Roofing Warranty does not issue project-specific warranty certificates. You may issue your own warranty document to your customer on demand as needed.<sup>3</sup>*

## REPEAT STEP 2 for Each Completed Installation

Register an Installation Summary within 60 days of each completed installation to apply coverage under the terms of your Consolidated Limited Product Warranty.



**Still have questions?** Contact your Metal Alliance sales representative for more info about how the products you purchase are covered.

<sup>1</sup>All customer purchases are eligible for the Consolidated Limited Product Warranty as long as the customer is in good standing. <sup>2</sup>An Installation Summary must be submitted for each project within 60 days of completion to be covered. It is the customer's responsibility to keep accurate records of coil Lot #s and/or Mill Tag #s for each project to provide proof of traceability in the event of a claim. <sup>3</sup>The Consolidated Limited Product Warranty is not transferable, and Roofing Warranty, LLC does not issue project-specific warranty documentation. Customers wishing to provide installers or building owners with warranty documentation outlining material coverage should issue their own warranties.

# Commonly Asked Questions About Consolidated Limited Product Warranty

## ***What is the difference between the old Metal Alliance Warranty vs. the new Consolidated Limited Product Warranty by Roofing Warranty?***

The Consolidated Limited Product Warranty by Roofing Warranty replaces the previous Metal Alliance process of issuing individual material warranties for each installation/project. Instead, a one-time Consolidated Warranty Agreement covers all material purchases (metal and coatings) you make from Metal Alliance. The new Warranty offers the same pass-through material warranty coverage terms as extended by the original manufacturer(s) that you previously enjoyed. However, the new warranty outlines all metal and coating coverages offered by all the original manufacturers into one easy-to-understand consolidated document. This one-time Consolidated Limited Product Warranty Agreement is available to customers who purchase directly from Metal Alliance. *Note: All Metal Alliance warranties issued prior to the effective date of your new Consolidated Limited Product Warranty will remain in effect for the duration of the warranty term indicated on those warranties.*

## ***Has the warranty coverage for the products I purchase changed?***

No. Your future purchases from Metal Alliance will continue to enjoy the same pass-through material warranty coverage offered by the applicable products' original manufacturer. must be submitted online. You can also find this form at [metalalliance.com/warranty](http://metalalliance.com/warranty).

## ***How do I get the Consolidated Limited Product Warranty by Roofing Warranty?***

Go to [metalalliance.com/warranty](http://metalalliance.com/warranty) and select **Activate Warranty Now**. Complete the information requested and submit your request. As long as you are a Metal Alliance customer in good standing, you will receive the Roofing Warranty Consolidated Limited Product Warranty Agreement via email for your acceptance. Sign the Agreement and return to Roofing Warranty at [support@roofingwarrantyllc.com](mailto:support@roofingwarrantyllc.com). Roofing Warranty will return a copy of the fully-executed Agreement to you for your records. This will be the only warranty document you receive and remains in effect as long your Metal Alliance account remains in good standing. All your material purchases from Metal Alliance thereafter will be covered in accordance with the terms of the new Agreement.

## ***How do I make sure my future purchases are covered?***

Within 60 days of each completed installation of material, simply register an **Installation Summary** with project details to Roofing Warranty. All Installation Summaries must be submitted online and can be found at [metalalliance.com/warranty](http://metalalliance.com/warranty). Once registered, and as long as your Metal Alliance account is in good standing, the project is covered under the terms of your Consolidated Limited Product Warranty Agreement.

## ***Will I receive a Warranty Certificate for individual projects?***

No. The only documentation you will receive is the original Consolidated Limited Product Warranty Agreement signed by you and Roofing Warranty, LLC. Thereafter, you will receive an electronic copy of each Installation Summary you submit to Roofing Warranty at the time of submission.

## ***Why has Metal Alliance made this change?***

The new Consolidated Warranty streamlines the warranty issuing process. Once you have completed the one-time activation, your material purchases are covered under the terms of your Roofing Warranty Consolidated Warranty Agreement. Instead of waiting up to 30 days after a project is completed for Metal Alliance to confirm coverage and issue a warranty, you can now provide your own pass-through warranty to your customers on demand as needed.

## ***I need to provide a project-specific warranty to my customer but I don't currently have a way to do that. What can I do?***

Metal Alliance customers may provide their own documentation to their customers outlining the same pass-through warranty terms as provided in their Consolidated Limited Product Warranty Agreement. Some customers have asked for sample warranty language to help them create their own warranty documents. In response, we have developed a generic warranty template that allows you to apply your own logo, contact information and applicable project information on demand as needed. All the language included in the sample template is consistent with your Roofing Warranty agreement and outlines the same pass-through coverage backed by the original material manufacturers. To receive a copy of the sample template, please send your request to [support@roofingwarrantyllc.com](mailto:support@roofingwarrantyllc.com).

## ***What if I have a claim?***

In the unlikely event you believe there is a deficiency with material that falls under the terms of your Consolidated Warranty, within 10 days of the date your customer knows or has reason to know, you must report the deficiency to Roofing Warranty using a **Report Claim** form. This form is available at [metalalliance.com/warranty](http://metalalliance.com/warranty). Upon receipt of your report and verification of coverage, you will receive confirmation of eligibility via email (usually within 3 business days), along with next steps.