

RESOLVE

The solution for home repair & restoration

POWERED BY 

LIMITED QUALITY ASSURANCE GUARANTEE

This Quality Assurance Guarantee ensures that all repair work related to

RESOLVE NUMBER
12345678-123

will be free from defects resulting from faulty materials for a period of one (1) year or faulty workmanship for a period of three (3) years from the date of final completion of repairs as indicated on the executed Certificate of Satisfaction. If either the materials or workmanship fails to meet the quality generally accepted in the home repair business during the applicable time period, Resolve, through the contractor or other designee, will remedy any departures from such standards.

This Quality Assurance Guarantee applies only to the [trade] work performed by the contractor assigned through Resolve to the Resolve Number referenced above. It does not cover any other work performed by the contractor, including prior repairs, or subsequent unrelated damage or damage caused by misuse, neglect, or normal wear and tear.

This Quality Assurance Guarantee is not transferable and is restricted solely to the customer named in and the premises covered by the referenced Resolve Number. Any claim for repair under this Quality Assurance Guarantee must be made within the time periods set forth above.

HOW TO USE YOUR QUALITY ASSURANCE GUARANTEE:

1. If you have a concern about the quality of the materials or workmanship of the repairs covered by this guarantee, report it promptly to Resolve at 866-953-3220 ext. 25. Please note that this line is monitored by Alacrity Services, a Lowe's Company, which will assist in the processing of Resolve QA claims.
2. Resolve or its designee will contact you within 5 business days of your report to address your concerns.

This quality assurance guarantee shall only be valid upon the execution of a certificate of satisfaction by the homeowner indicating that the contractor has completed the work related to the referenced Resolve Number.

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