STONEMAKERS™
Dealer Network

Production Manual
What You’ll Need!
Production Manager
Experienced Foremen
Dependable Fleet and Equipment
Maximum Efficiency and Production Rates
Good Reputation for Quality Work and Limited Call Backs
Solid, Reliable Office and Field Support
Production Basics

When you Begin Always Have the End in Mind

What will your company look like in three to five years?

How many employees will you need to operate at that level?

What systems and procedures will I need to have in place?
The Ideal Production Employee

What should you expect?

Efficiency
Productivity
Quality Work
Reliability
Responsibility
Accountability

What you will get?

Happy Employees
Low Turn Over Rate
THE SYSTEM

Manage paper flow from the estimate to the service agreement.

Work with your sales team to maximize sales and reduce installation errors and issues.

Always have photos of each project prior to installation to help prepare the crew for the job.

Train your Production personnel: constantly re-train and QC your crew(s).

Track and measure results.

Provide your employees with the right tools to complete the job efficiently.

Manage the backlog.

Watch your cash flow.

As your business grows install GPS in your vehicles.

Have meetings to reinforce the system and provide continuous training.

Manage the system.

Have some fun!
Foreman Requirements

The foreman must attend monthly safety meetings. These meetings will be held the first Monday of every month. They will begin at 7:00am and run up to one hour.

All foremen will report to work by 7:00am daily.

The Foreman will follow all safety procedures.

The foreman will operate vehicles in accordance with state laws and company guidelines.

The foreman will report all accidents and injuries immediately to the appropriate office personnel. In addition, he will fill out the appropriate accident report when he returns to the shop.

Dishonesty including misrepresentations, exaggerations and the like will not be tolerated.

It is the foreman’s responsibility to insure that the customer’s property is kept free of debris and that the necessary measures are taken to clean the area at the completion of the project.

If materials are forgotten at the shop or need to be picked up, only one crew member should leave the jobsite. The remaining crew members should continue to work.

It is the foreman’s responsibility to maintain a clean and organized truck.

The foreman must be polite to ALL customers, no matter the customer’s disposition.

The foreman must communicate with the office to let them know when the job will be completed.

At no time should the foreman or crew smoke on the customer’s property or use the customer’s bathroom.

The foreman must set a good example for his fellow employees.
Production Department Duties

**Daily Duties:**

- Call back any voice mails from the overnight messages
- Answer calls
- Make folders for all sold jobs
- Schedule new jobs
- Schedule service appointments
- Mail pre-installation notices
- Mail warranties
- Track number of jibs and money collected on each stop
- Move up jobs as needed
- Assist foreman as needed
- Confirm all installations and service calls the day before they are scheduled
- Courtesy Calls for each installation and service appointment. Create “punch list” for any other work that needs to be done and schedule
- Collect final payments
- Complete necessary paperwork for each completed job
- Collect proposals for each estimate done the day prior

**Monthly Duties:**

- Maintain vehicles and equipment-schedule service as needed
- Call any customers who have not given deposits or who haven’t signed their contracts
- Track hours of foremen and their crews for payroll
- Order materials as needed
- Purchase supplies for foremen and office as needed
- Pull all jobs schedule two weeks out and make sure that all of the documents and pictures are present.
July 5, 2010

Dear Homeowner,

Thank you for scheduling your outdoor living project with Stonemakers. Your install is currently scheduled for_________________________.

We have checked off the below items that we still need from you prior to beginning your project:

☐ A signed copy of your proposal

☐ Your deposit of 33% for the amount of______________.

Please don’t hesitate to call us, we would love to answer any questions that you may have. We look forward to completing your installation and welcome you to our Stonemakers Family.

Sincerely,
STONEMAKERS PRE-INSTALLATION NOTICE

Thank you for choosing our company for your outdoor living project. We pledge to perform the work agreed upon and ensure your satisfaction. To make your installation go as smooth as possible, please take note of the following.

1) There is no doubt that hardscaping is tough work and can be disruptive. We try to be as neat as possible, but you can expect some dirt from the work we do. It is simply unavoidable. Most cases are not that bad, but we can’t determine that prior to starting the job. We will make every effort to minimize any disruptions to your daily activities. Depending upon the area of your property that the work is being done this will vary. We don’t mean to scare you, but we want to give you an opportunity to be prepared.

2) You will need to clear the area of any furniture, vehicles or other obstacles prior to the install date. If you are unable to do so or need assistance, please contact the office to make arrangements. There will be an additional charge for this.

3) If you are having a water feature installed please contact an electrician if additional outlets need to be installed for the pump unit.

4) You will be asked to review the color before it is sealed. Once it is sealed no adjustment to color can be made.

5) We will need to paid for the job on the day it is completed. Please have payment available to give to the foreman or office.

6) If you have any questions about scheduling or anything else, call and ask for the production department.
# Foreman Job Completion Form

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<thead>
<tr>
<th>Retaining Wall</th>
<th>Patio/Walkway</th>
<th>Sitting Wall</th>
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<tr>
<td>Height ____________</td>
<td>Sq.’ ____________</td>
<td>Height ____________</td>
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<td>Length __________</td>
<td>Drainage __________</td>
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<td>Drainage __________</td>
<td>Rebar or Mesh _______________</td>
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<td>Rebar _______________</td>
<td>Stone _______________</td>
<td>Pattern _______________</td>
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<td>Pattern ______________</td>
<td>Control Joints _____________</td>
<td>Color _______________</td>
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<td>Tie Backs __________</td>
<td>Pattern _______________</td>
<td>Grout _______________</td>
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<td>Color _______________</td>
<td>Color _______________</td>
<td>Sealer _______________</td>
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<td>Grout _______________</td>
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<td>Sealer ______________</td>
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<td>Driveway</td>
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<td>Back filled __________</td>
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<td>Drainage _______________</td>
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<td><strong>Water Feature</strong></td>
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<td>Rebar _______________</td>
<td>Height ____________</td>
<td>Rebar _______________</td>
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<td>Sq.’ _________________</td>
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<td>4000 psi _______________</td>
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<td>Color _______________</td>
<td>Length _______________</td>
<td>Air entrainment __________</td>
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<td>Liner _______________</td>
<td>Drainage _______________</td>
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<td>Plumbing ____________</td>
<td>Rebar _______________</td>
<td>Pattern _______________</td>
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<td>Pump _________________</td>
<td>Color _______________</td>
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<td><strong>Outdoor Kitchen</strong></td>
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<td>Steps</td>
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<td>Rebar _______________</td>
<td>Drainage __________</td>
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<td>Sq.’ _________________</td>
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<td>Rebar _______________</td>
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<td>Rebar _______________</td>
<td>Comply w/ Code _____________</td>
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<td>Pattern ______________</td>
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<td>Grout _______________</td>
<td># of Steps ________________</td>
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<td>Sealer ______________</td>
<td>Insert/Fire brick</td>
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<td><strong>Fireplace Pits</strong></td>
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<td>Drainage ____________</td>
<td>Rebar _______________</td>
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<td>Sealer ______________</td>
<td>Insert/Fire brick</td>
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<td>Sq.’ _________________</td>
<td>Drainage __________</td>
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<td>Pattern ______________</td>
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<td>Sealer ______________</td>
<td>Grout _______________</td>
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***Electrician and PLumber***
<table>
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<tr>
<th>Product</th>
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<th>Qty.</th>
<th>Price</th>
<th>Subtotal</th>
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</tbody>
</table>

Order total: ______________________
Tax: ______________________
Shipping: ______________________
Total: ______________________

Name __________________________________________
Address _______________________________________
Phone _________________________________________

Method of Payment

- [ ] Check
- [ ] Financing
- [ ] Visa
- [ ] MasterCard
- [ ] American Express

Credit Card #: ____________________________________  Exp. date: ______________________

Signature ______________________________________
## Production Meeting

<table>
<thead>
<tr>
<th>Job Site &amp; Personal Safety</th>
<th>Product Updates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles &amp; Safe Driving</td>
<td>Customer Feedback</td>
</tr>
<tr>
<td>Installation Issues</td>
<td>Paperwork</td>
</tr>
<tr>
<td>Room for Improvement</td>
<td>Training</td>
</tr>
</tbody>
</table>

### Comments:

### Meeting Results:
- Excellent
- Good
- Fair
- Unproductive
Service Your Existing Customers

Offer service plans to all of your customers!

You’ll need-

Experienced Service Technician.

Vehicle stocked for any situation.

Timely response to your customers.

Procedures and systems for the office and field.

Multiple contact methods to reach your customers.

Take photos to use for training.
Annual Service

15% OFF

Any Purchase of $1000 or More

$100 OFF

$100

For any referral

Applies to sold jobs over $1500
This is a friendly reminder that you have a service/maintenance appointment with one of our service technicians on ______________. He is scheduled at your home between ______________. We prefer that someone is home for the appointment. If you can not be home, please call our office to let us know. We may need to reach you by phone while we are at your home, so please let us know the best number to contact you. If for any reason, you are unable to make this appointment, let our office know 24 hours prior to your appointment.

All service or maintenance fees are due at the time of the service. We accept cash, check or credit card. If you will not be home at the time of the appointment, please make prior payment arrangements with our office. Our standard service charge is___________. There is no charge for warranty work. Please call us if there are any changes to your appointment. Otherwise, we’ll see you soon.

We Appreciate your Business!

Your Team!

Office

Tracey
Service Manager

Ryan
Field Manager

Service

Dave
Fred
SORRY WE MISSED YOU!

Our serviceman was here today for your service/maintenance. No one was home, but the service was performed. At your earliest convenience, please call our office to review the services performed at your home today. We’ll be happy to assist you!

Thank you!

Customer name:

Date of Appointment:

Scheduled Appointment Time:

Time of Arrival:          Time of Departure:

Comments:
Customer Survey

Please take a moment to fill out this brief survey. Your opinion is very important to us. The information we receive is used to better our service to our customers. Please be honest in your answers. Thank you for taking the time to help us be better.

Enclosed is a self addressed stamped envelope.

1) What was your impression of your sales technician?

2) What was your impression of our office staff?

3) What was your impression of your installation crew?

4) Did the foreman review the work with you?

5) Was the jobsite left in good condition?

6) Where you satisfied with your overall experience?

Additional Comments:
WHAT IS COVERED: Stonemakers’ (“Stonemakers”) Work. “Work” shall mean that certain work and those services further described in the Contractor Agreement.

WARRANTY: Stonemakers warrants that the Work furnished will: (i) be provided in a professional manner; (ii) be performed by appropriately knowledgeable and skilled personnel; (iii) conform to the requirements of the Contractor Agreement; (iv) conform to standards generally observed in the industry for similar services and work; and (v) will meet all applicable municipal or other jurisdictional requirements and other applicable laws pertaining to the Work.

Stonemakers warrants that any cracking, in excess of one-quarter inch and longer than 20% of all the joints and edges of the concrete work, occurring during the curing process and resulting from poor workmanship or use of substandard materials shall be repaired or replaced, at the sole election of Stonemakers. Stonemakers makes no claim that hairline cracks might not develop, but insures that reasonable precautions are taken to minimize their occurrences by using industry tested methods and quality materials. It is acknowledged that color differences may result for repairs. Please see the section entitled, “Shrink Cracks and Expansion Joints” for a further explanation of shrink crack and expansion joints. Stonemakers makes no warranty regarding Shrink Cracks.

EXCLUSIONS FROM COVERAGE: Stonemakers’ warranty for the Work excludes loss, damages and defects caused by any of the following:

1. Any work performed, services provided or material supplied in accordance with any plans or specifications supplied, prepared or requested by the Owner, or by anyone on behalf of the Owner other than Stonemakers, or Stonemakers’ employees, agents, contractors or subcontractors acting under Stonemakers’ direction (collectively “Stonemakers’ Employees”).

2. Any defects caused or made worse by the negligence, abusive use, improper maintenance, lack of regular maintenance or other action of anyone else other than Stonemakers, or Stonemakers’ Employees.

3. Defects in driveways, walkways, patios, boundary walls, retaining walls, bulkheads, fences, landscaping, including sodding, seeding, shrubs, trees and plantings, off-site improvements, or any other improvements not part of the Work itself.

4. Any damage to the extent it is caused or made worse by failure of the Owner or by anyone other than Stonemakers’ Employees, to comply with the warranty requirements of manufacturers of items used in accordance with the Work; or failure by the Owner to give notice to Stonemakers of any defects within a reasonable time; or changes of the grading of the ground by anyone other than Stonemakers, or Stonemakers’ Employees; or changes, alterations or additions made to the Work.
by anyone after the Effective Date; dryness, cracking, dampness, condensation or soil movements, due to
the failure of the Owner to maintain adequate irrigation; seepage of water; or insect damage.

5. Loss or damage which the Owner has not taken timely action to minimize.

6. Any defect in, caused by, or resulting from, materials or work supplied by anyone other than Stonemakers of Stonemakers’ Employees.

7. Normal wear and tear or normal deterioration.

8. Loss or damage not otherwise excluded under this Limited Warranty, which does not constitute a defect in the Work completed by Stonemakers or Stonemakers’ Employees.

9. Loss or damage caused by, or resulting from, accidents, riot and civil commotion, fire, explosion, smoke, water escape, falling objects, aircraft, vehicles, acts of God, adverse environmental conditions, lightning, windstorms, hail, flood, mudslide, earthquake, wind-driven water and changes in the underground water table which were not reasonably foreseeable.

10. Defects, which are the result of characteristics common to the materials used (such as but not limited to fading and minor cracking).

11. Agreement on chosen color(s) in and/or topical are final upon sealer application to surface work.

12. Efflorescence is common and is in no way the responsibility of Stonemakers.

TERM: The terms of the coverage of this Limited Warranty begin on the date of substantial completion of the Work, except for those items identified as incomplete upon the punch list inspection. The warranty period for all incomplete punch list items shall begin when the Owner and Stonemakers have mutually agreed that the work is 100% complete.

MANUFACTURERS’ WARRANTIES: Stonemakers assigns and passes through to Owner the manufacturers’ warranties on all manufactured products (including, but not limited to, bricks, cinder blocks, and manufactured stone) and equipment.

STONEMAKERS DOES NOT WARRANTY ANY THIRD PARTY MANUFACTURED PRODUCTS.

LIMITATIONS ON WARRANTY: Stonemakers’ liability to the Owner or any other third party, for a claim of any kind arising as a result of, or related to the goods or services provided hereunder, whether in contract, in tort (including negligence or strict liability), under any warranty, or otherwise, shall be limited to monetary damages and the aggregate amount thereof for all claims shall in no event exceed an amount equal to the amount paid or payable by the Owner to Stonemakers under the Contractor Agreement. Under no circumstances shall Stonemakers be liable to the Owner or any third party for indirect, special or consequential damages (including lost profits), even if Owner has been advised of the possibility of such damages, or for warranties granted by the Owner to any third party. The Owner acknowledges and agrees that these limitations shall apply notwithstanding any failure of essential purpose of any limited remedy. No
action, regardless of form, arising under the Contractor Agreement may be brought by the Owner more than one year after the occurrence of the events which gave rise to the cause of action.

NO OTHER WARRANTIES THIS LIMITED WARRANTY IS THE ONLY EXPRESS WARRANTY STONE-MAKERS GIVES. EXCEPT AS EXPRESSLY SET FORTH IN THIS LIMITED WARRANTY AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE WARRANTY AND REMEDIES SET FORTH HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CON- DITIONS, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED AND STONE-MAKERS EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, CONDITIONS OR REPRESENTATIONS, EXPRESS OR IM- PLIED, STATUTORY OR OTHERWISE, REGARDING THE GOODS OR OTHER SERVICES PROVIDED BY RATLIFF HEREUNDER, INCLUDING ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTA- BILITY, SATISFACTORY OR MERCHANTABLE QUALITY OR MERCHANTABILITY, DESIGN, QUANTI- TY, QUALITY, LAYOUT, FOOTAGE, PHYSICAL CONDITION, OPERATION, COMPLIANCE WITH SPECI- FICATIONS, ABSENCE OF LATENT DEFAULTS OR COMPLIANCE WITH LAWS AND REGULATIONS (INCLUDING, WITHOUT LIMITATION, THOSE RELATING TO HEALTH, SAFETY AND THE ENVIRON- MENT), FITNESS FOR A PARTICULAR PURPOSE, OR THOSE ARISING FROM A COURSE OF DEALING OR USAGE OF TRADE OR ANY OTHER MATTER AFFECTING THE WORK.

WARRANTY CLAIMS

NOTICE OF CLAIM: If a defect appears which you feel is covered by this Limited Warranty; a written no- tice describing the defect must be sent to and received at Stonemakers office at our current address of record. Stonemakers is not responsible for damage to the extent it is caused or made worse by failure to give written notice to Stonemakers of a defect within a reasonable time. In any event, written notice of a defect in any item under the warranty must be received by Stonemakers no later than 30 days after the warranty on that item expires.

Stonemakers’ Performance: If a defect occurs in an item which is covered by this warranty, Stonemak- ers, within 60 days after receipt of notice of such defect, will repair, replace, or pay you the reasonable cost of repairing or replacing the defective item. Stonemakers’ total liability under this warranty is lim- ited to the contract price of the Work. The choice among repair, replacement or payment is Stonemakers’. Steps taken by Stonemakers to correct defects shall not act to extend the terms of this warranty.

INSURANCE: In the event that Stonemakers repairs or replaces, or pays the cost of repairing, any defect covered by this warranty for which you are covered by insurance, you must, upon request by Stonemakers, assign the proceeds of such insurance to Stonemakers to the extent of the cost to Stonemakers of such repair or replacement.

MISCELLANEOUS

GENERAL PROVISIONS: Should any provision of this Limited Warranty be deemed by a court of compe- tent jurisdiction to be unenforceable, that determination will not affect the enforceability of the remain- ing provisions. Use of one gender in this agreement includes all other genders, and use of the plural in- cludes the singular, all as may be appropriate. The section and subsection headings
action, regardless of form, arising under the Contractor Agreement may be brought by the Owner more
than one year after the occurrence of the events which gave rise to the cause of action.

**NO OTHER WARRANTIES** THIS LIMITED WARRANTY IS THE ONLY EXPRESS WARRANTY STONE-
MAKERS GIVES. EXCEPT AS EXPRESSLY SET FORTH IN THIS LIMITED WARRANTY AND TO THE
MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE WARRANTY AND REMEDIES SET
FORTH HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CON-
DITIONS, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED AND STONEMAKERS EXPRESSLY
DISCLAIMS ALL OTHER WARRANTIES, CONDITIONS OR REPRESENTATIONS, EXPRESS OR IM-
PLIED, STATUTORY OR OTHERWISE, REGARDING THE GOODS OR OTHER SERVICES PROVIDED BY
RATLIFF HEREUNDER, INCLUDING ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCANTA-
BILITY, SATISFACTORY OR MERCHANTABILITY QUALITY OR MERCHANTABILITY, DESIGN, QUANTI-
TY, QUALITY, LAYOUT, FOOTAGE, PHYSICAL CONDITION, OPERATION, COMPLIANCE WITH SPECI-
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**INSURANCE**: In the event that Stonemakers repairs or replaces, or pays the cost of repairing, any defect
covered by this warranty for which you are covered by insurance, you must, upon request by Stonemak-
ers, assign the proceeds of such insurance to Stonemakers to the extent of the cost to Stonemakers of
such repair or replacement.

**MISCELLANEOUS**

**GENERAL PROVISIONS**: Should any provision of this Limited Warranty be deemed by a court of compe-
tent jurisdiction to be unenforceable, that determination will not affect the enforceability of the remain-
ing provisions. Use of one gender in this agreement includes all other genders, and use of the plural in-
cludes the singular, all as may be appropriate. The section and subsection headings