



Alta Vista Inspection Services 100 Day Inspection Guarantee

Alta Vista Inspection Services (Alta Vista) strives to provide our customers with the best home inspections available, provided by the most competent home inspectors in the industry. To assure that we meet our goals, and your expectations, Alta Vista provides you with this written Guarantee that provides you with coverage for **one hundred (100) days from the date of the inspection.**

Shop and compare our Guarantee with those offered by other home inspection companies. (You will find that most home inspection companies will not offer any type of guarantee, or will not disclose the details of their guarantees.) We believe that you will also find that no other home inspection guarantee matches the Alta Vista 100 Day Guarantee.

COVERAGE

SATISFACTION GUARANTEED In the event that the inspection or written format, do not meet the Customer's expectations, the Customer has the option of returning all copies of the inspection report to Alta Vista within 48 hours of the onsite inspection in exchange for a full refund of the inspection fee, providing that the customer does not use or rely upon any information included in the inspection report, or any verbal comments of the inspector, in any way.

ALTA VISTA HOME INSPECTION PERFORMANCE GUARANTEE Alta Vista Inspection Services guarantees that the home inspection conducted by the Alta Vista Home Inspector was conducted in accordance with the Arizona Chapter of the American Society of Home Inspectors (AZ ASHI) Standards of Practice. Alta Vista will pay the reasonable costs of repairing or replacing (or repair or replace themselves) any defective components or systems, or defective conditions the Home Inspector failed to observe or report in the written inspection report or oral presentation, if the Home Inspector was required to observe/comment on the defective components or systems, or defective conditions according to the AZ ASHI Standards of Practice. Alta Vista will pay up to an aggregate amount of Two Thousand Five Hundred Dollars (\$2,500.00) for the cost of repair expenses per Guarantee, or up to a maximum of Five hundred Dollars (\$500.00) per covered component, system or condition.

ALTA VISTA HOME WARRANTY EXTENDED COVERAGE It is recommended that the Customer purchase a Home Warranty plan to obtain extended coverage and coverage for items not included in this Guarantee. This is especially important if you purchase an older home. Alta Vista Inspection Services will pay the actual cost of the deductible for coverage provided by a Home Warranty plan up to a maximum aggregate amount of Five hundred Dollars (\$500.00), or Fifty Dollars (\$50.00) per covered element or component. Please select your Home Warranty plan carefully; any components or systems excluded in the Home Warranty plan you select are also excluded in the Alta Vista Home Warranty Extended Coverage.

CLAIM PROCEDURE

Prior to any repair work, the customer must notify Alta Vista in writing. Alta Vista will then advise the customer of the procedure for completing the repairs. In cases of an emergency, Alta Vista may authorize repairs by telephone or email. Any repairs made prior to notification to, and authorization by Alta Vista will void this Guarantee with respect to the component so repaired. Alta Vista will not assume responsibility for repair claims: 1) reported prior to closing or after the expiration date of this Guarantee, 2) where the work was performed or completed prior to notification, reevaluation and/or approval by Alta Vista or 3) on services provided by Alta Vista that are not fully paid.





Alta Vista Inspection Services 100 Day Inspection Guarantee

EXCLUSIONS AND LIMITATIONS

1. This Guarantee is provided to Alta Vista customers who purchase resale one family homes, resale two family homes (attached town homes) and resale condominiums (excluding common elements) that are occupied by the owner after closing.
2. In order to qualify for the Alta Vista Inspection Services 100 Day Inspection Guarantee, the Customer (or their designated representative) must: 1) Complete and sign the Alta Vista preclosing checklist within 36 hours before closing. 2) Mail a copy of the Alta Vista preclosing checklist to Alta Vista at PO Box 17384, Fountain Hills, AZ 85269 - 0384 within seven calendar days after closing. Neither the inspector, nor Alta Vista shall be held responsible for costs of correcting alleged defects or replacing/repairing nonfunctional components or systems, or correcting defective conditions, if such conditions could have reasonably been detected by a lay person in the course of a diligent preclosing walk-through Inspection.
3. Any claim must be made within one hundred (100) days from the date of the inspection, or thirty (30) days after taking possession of the property, whichever is later, but in no event later than one hundred eighty (180) days from the date of the inspection.
4. This Guarantee is provided for the exclusive benefit of the Alta Vista customer who purchases the home and occupies the home. This Guarantee may not be transferred or assigned to any other party without the express written consent of Alta Vista.
5. Any component, system or condition included in the AZ ASHI Standards of Practice, evaluated by Alta Vista Inspection Services, judged and reported by the Alta Vista Home Inspector to be "Satisfactory, with no issues or adverse comments noted", will be eligible for coverage under this Guarantee. Conversely, any component, system or condition not inspected by Alta Vista (For instance: Because it was not accessible, could not be tested at the time of the inspection, is outside the scope of the inspection, was an optional inspection item that the Customer declined to have inspected, etc.) or any such component, system or condition evaluated but judged and reported to be defective, in any way, or beyond its normal useful life, will not be covered.
6. Any component, system or condition modified, repaired or installed by an unlicensed contractor, unlicensed "handyman" or other person not licensed in the applicable trade, will not be covered.
7. The Customer is responsible for arranging access to the property and element or the opening up of any surfaces as needed to complete the repair. Alta Vista assumes no responsibility for the opening, closing, resurfacing, restoration and/or decorating after the repair work is completed.
8. This Guarantee does not apply to: a) any losses recoverable under homeowners insurance, or manufacturer's warranty, new home builder's warranty, contractor's warranty, extended warranty and/or home warranty programs (except as noted); b) performance of routine maintenance, occurrences which result from failure to perform such maintenance or the negligent misuse of the covered component or system; and c) re-occurrence of a settled claim condition. This document recites all of the coverage provided by this Guarantee and any coverage not specifically recited is presumed to be excluded. Alta Vista specifically excludes any liability for bodily injury, property damage, consequential or secondary damage or other conditions resulting from the failure or malfunction of the covered components or systems. Alta Vista additionally disclaims any liability for the adequacy of capacity or design of any component or system, or its failure to comply with any local, state or national code, or manufacturer's installation instructions. Additionally disclaimed are damages caused by loss of power, termites or other insects, dry rot, condensation, floods, surface water, waves or tidal waves, nuclear or air contamination, shifting or settling of land, strikes, wars, acts of aggression and/or acts of God.
9. In the event of a dispute between the customer and Alta Vista regarding Alta Vista's liability under this Guarantee, such dispute will be presented at the customers' expense to the American Arbitration Association, 335 Madison Avenue, 10th floor, New York, NY 10017-4605, 800.778.7879 for resolution.