



EXTRA MILE  
METAL ROOFING

**Terms & Conditions:**

**Ownership and Responsibility for Delivered and/or Installed Materials:**

**Transfer of Ownership:** Extra Mile Metal Roofing Ltd. shall not be held liable for any theft, damage, or loss of materials once they have been delivered to the site. Upon delivery, ownership of the materials transfers to the Client, who assumes responsibility for their storage and safekeeping until installation.

**Waterproofing Underlayment Disclaimer:**

**Warranty Limitation:** No warranty is provided for the waterproofing underlayment if installed prior to the commencement of work by **Extra Mile Metal Roofing Ltd.**

**Client/Contractor Responsibility:** It is the Client's and/or Contractor's responsibility to protect the surface of the waterproof underlayment after installation. This includes, but is not limited to, preventing damage caused by wind lifting the membrane, premature wear due to foot traffic from other trades, punctures from nails, screws, or other foreign objects, or any other factors that could damage or compromise the waterproofing integrity of the membrane.

**Liability for Damage:** Extra Mile Metal Roofing Ltd. will not be liable for any leaks or water damage resulting from such incidents. However, if notified promptly, repairs or replacement can be provided for any affected areas on a Time & Materials basis at a rate of \$95 per worker per hour, plus 10% overhead and applicable GST.

**Protection of Materials and Metal Components:**

**Client/Contractor Responsibility:** It is the Client's and/or Contractor's responsibility to protect the materials (including flashings and roofing panels) from damage before or after installation. This includes, but is not limited to, scratches, dents, or other damage caused by the foot traffic of other trades, accidents, natural disasters, extreme weather conditions, acts of vandalism, other unforeseen external events beyond our control, or other external factors that may compromise the materials or the integrity of the work.

**Liability for Damage:** Extra Mile Metal Roofing Ltd. will not be held liable for such incidents. However, if notified promptly, repairs or replacement can be provided for any damaged areas on a Time & Materials basis, at a rate of \$95 per worker per hour, plus the cost of materials, 10% overhead, and applicable GST.



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**Liability for Damage and Scheduling of Repairs or Replacements:**

**Extra Mile Metal Roofing Ltd.** will make every reasonable effort to assist with repairs or replacements arising from damage to materials. However, if the scope of the work requires significant time or cannot be accommodated within our current schedule due to prior commitments to other clients, **Extra Mile Metal Roofing Ltd.** reserves the right to postpone or decline the additional work. In such cases, the Client will be promptly informed, and alternative solutions or service providers may be recommended to address the issue.

**Workforce Availability and Right to Terminate:**

**Extra Mile Metal Roofing Ltd.** reserves the right to cancel or suspend work at any time due to insufficient workforce availability. Certain projects require a minimum number of skilled workers to be executed safely and effectively. In the event that **Extra Mile Metal Roofing Ltd.** is unable to provide the necessary workforce, the project may be paused or terminated entirely.

If a cancellation occurs before any materials have been ordered, the down payment will be refunded in full. However, if materials have already been ordered, purchased, or delivered, they shall remain the property of the Client and/or Contractor, as they are covered by the down payment. The cost of these materials, including any applicable markup, design fees, and administrative costs, will be deducted from the down payment. If the project has already commenced, the Client and/or Contractor will remain responsible for payment of all work performed up to the date of suspension or termination. A detailed timesheet will be provided to account for hours worked and to quantify the portion of the project completed.

No additional compensation, reimbursement, or damages shall be owed to the Client and/or Contractor as a result of the termination. This shall be considered a loss of business on the part of **Extra Mile Metal Roofing Ltd.** and shall not entitle the Client and/or Contractor to any claim beyond the potential refund of unused down payment funds, if applicable.

**Roof Inspections & Leak repairs:**

**Extra Mile Metal Roofing Ltd.** is not liable for persistent leaks, as multiple water entry points may contribute to the issue. However, we commit to delivering high-quality workmanship for the tasks outlined in our agreement. As part of this commitment, we will perform a visual inspection to identify potential risks to other parts of the roof.

If leaks persist and the visual inspection does not provide sufficient information to determine the source, **Extra Mile Metal Roofing Ltd.** offers an **in-depth inspection**.



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This process involves, for instance, removing sections of the roof to investigate the cause of the issue. The in-depth inspection will be billed at \$110 per man-hour, plus GST.

**No warranty can be provided for repair work.**

### **Oil-Canning Effect:**

**Extra Mile Metal Roofing Ltd.** will not be held responsible for the occurrence of the "oil-canning" effect on the metal. Oil-canning is a natural characteristic of metal roofing and flashings and is not considered a defect. Therefore, it is not grounds for rejection of the materials or the work.

### **Liability for Falling Objects and Client Responsibility:**

During the course of roofing, cladding or gutter work, there is a possibility of objects falling from the roof or the walls. **Extra Mile Metal Roofing Ltd.** will take reasonable precautions to minimize such occurrences; however, we are not liable for any damage caused to vehicles, personal belongings, or other property that is not moved or adequately protected. **It is the client's responsibility** to relocate any vehicles, items of value, or other breakable property to a safe distance or to provide adequate protection for them prior to the commencement of work.

### **Gutter Systems Disclaimer:**

**Extra Mile Metal Roofing Ltd.** endeavors to install gutters to effectively manage water drainage; however, water flow may not always behave as expected due to factors such as roof pitch, overhangs, or existing structural conditions. In some cases, it may not be possible to determine in advance whether additional work or adjustments will be required to ensure optimal water drainage.

Should adjustments or the installation of additional components, such as gutter drip flashing, be necessary, these will be communicated to the Client. Any additional work will incur extra charges, which must be approved by the Client before proceeding.



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### **Important Notice: Discontinuation of Gutter Services:**

Please note that as of January 1<sup>st</sup> 2025, our company has officially discontinued all gutter-related services, including installation, maintenance, and repairs. This decision has been made after thorough consideration and is due to the disproportionate amount of ongoing service, maintenance, and client support that gutter systems require—particularly in regions with dense tree coverage and heavy debris.

While we continue to believe in the quality and performance of European-style gutter systems, we are a small team and must prioritize the services we are best equipped to deliver consistently and effectively. Gutter systems often require extensive follow-up and adjustments, which unfortunately exceed the scope of what we can reliably offer at this time.

We kindly ask for your understanding and thank you for respecting this service limitation as part of our Terms & Conditions.

### **Material Costs and Estimates**

**Material Cost Adjustments:** Due to market fluctuations, the cost of materials may change between the time of the estimate and the completion of the project. **Extra Mile Metal Roofing Ltd.** reserves the right to adjust the final invoice to reflect actual material costs incurred. Any significant price changes will be communicated as promptly as possible.

### **Additional Work, Discrepancies, and Scope Changes:**

Any additional or extra work, materials, or services required beyond the original scope of work or outside the parameters of the estimate (including discrepancies identified during the project) will be billed on a *time and material* basis.

The **foreman rate is \$95 per hour**, and **employee's labour rates can be lower and vary according to skill level and experience**, as staffing for such additional work cannot always be determined in advance.

Charges will also include **the cost of materials, applicable equipment use fees, overhead, and GST.**

Examples include, but are not limited to: discrepancies in material quantities (e.g., square footage, linear footage of flashing, or specific flashing profiles), unforeseen structural or substrate conditions, additional labour or repairs requested by the Client, or any adjustments required to accommodate site conditions that could not reasonably be identified during the estimating phase.

Extra Mile Metal Roofing Ltd. will communicate these additions to the Client for approval whenever practical. If urgent action is required to prevent property damage, water intrusion, safety hazards, or project delay, and the Client cannot be reached in a reasonable timeframe, the Company reserves the right to proceed without prior authorization.



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**Materials Provided by the Client:** No warranty can be offered on materials supplied by the Client. In the event that the Client provides additional materials, the labor cost for any work involving these materials will be subject to an increase. The cost increase will be determined according to the amount of work involved.

**Project Estimates:** All provided cost estimates are approximations based on the information available at the time. These estimates may vary depending on unforeseen circumstances, additional work required, or delays that arise during the project.

**Roof Tear-Off Disclaimer:** All estimates provided for roof tear-off are strictly approximations and subject to change based on actual site conditions encountered at the time of removal. The tear-off process may uncover unforeseen circumstances, including but not limited to: additional layers of existing roofing materials, the presence of adhered membranes that significantly increase labour time, or original materials that are brittle and prone to disintegration, resulting in extended removal time. Furthermore, if damage to the roof deck is identified, repairs or replacement of sheathing (e.g., plywood or OSB) and/or strapping may be required, depending on the specifications of the new metal roofing system to be installed. In the event that structural damage is discovered—such as compromised rafters or other load-bearing components—remediation will fall outside the scope of our services. A qualified carpenter or structural professional must be engaged to perform such repairs, as we are not certified to undertake structural work.

**Unforeseen Circumstances:** While **Extra Mile Metal Roofing Ltd.** will make every reasonable effort to adhere to timelines and budgets, some factors are beyond our control, including but not limited to weather conditions, material availability, and hidden structural issues. In such cases, we will notify the client promptly and proceed with the necessary work to ensure the project is completed to standard.

**Communication and Authorization:** **Extra Mile Metal Roofing Ltd.** commits to maintaining clear communication with the client regarding unexpected developments. However, where immediate action is required to prevent further damage or to complete the project, we reserve the right to proceed without prior authorization if client communication cannot be established in a timely manner.



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**Payment Terms:**

Payment schedules vary depending on the size and duration of the project. However, **all projects require a material down payment prior to the start of any work**, as materials are purchased specifically for each job and often custom-ordered.

**1. Material Down Payment (Applies to All Projects):**

A **non-refundable down payment** is required before any project begins. This payment covers the purchase and delivery of materials and secures the project in our schedule. No work will commence until this payment has been received.

**2. Short-Duration Projects (Typical Residential or Small Jobs):**

For shorter projects, after the initial material down payment, the **remaining balance is due upon completion** of the work.

If a short project experiences delays or extends longer than anticipated, Extra Mile Metal Roofing Ltd. reserves the right to issue a **progress invoice at approximately 50% completion**, with the final payment due upon completion.

**3. Medium- to Long-Duration Projects (Typically 2 Months or More):**

For larger or extended projects, progress billing applies.

Invoices will normally be issued **every two (2) weeks based on work completed or every two (2) weeks based on the value of work performed**, depending on the project schedule and the frequency of work on-site.

Alternative billing intervals may be discussed and must be **agreed upon in writing before the start of the project**.

**4. Custom Payment Schedules:**

A customized payment structure may be established depending on project complexity or Client requirements. Any such terms must be negotiated and **documented in writing prior to project commencement**.

**5. Final Payment:**

Final payment is due **upon completion of the contracted work**, unless an alternative schedule has been agreed to in writing.

**6. Late Payments:**

Late or outstanding payments may result in administrative fees, interest charges, or a temporary work stoppage until the account is brought current. Overdue accounts will incur a 3% monthly interest charge starting 30 days from the invoice date and additional specific terms can be included in the project contract and on invoices.



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**Workmanship Warranty:**

**Extra Mile Metal Roofing Ltd.** provides a 3-year (except if stated otherwise) workmanship warranty, effective from the date of full payment of the invoice. This warranty will be void if any modifications or damage occur after the completion of the roof installation, or if any defects arise due to the use of inadequate materials.

**No warranty can be provided on repairs.**

**Extra Mile Metal Roofing Ltd.** carries \$2,000,000 in liability insurance.

***By signing this document, the Client agrees to the services and conditions outlined in this document:***

*Date:*

*Name & Signature:*