

Warranty and Customer Care Information

Osborn, Inc. takes pride in the concrete work to provide you with the highest quality project. We follow industry standards to achieve excellent and long-lasting concrete. Whether it is your driveway, front porch, sidewalk, patio, garage floor, we will do everything we can to satisfy you as a customer.

We offer a one-year warranty on materials and workmanship at no additional cost. The warranty expires one year from the date of completion of the project. Concrete can be damaged by many factors beyond Osborn Inc.'s control. Damage from wear and tear, deicers, chemicals, equipment, vehicles and other things are out of Osborn Inc.'s control and are not covered by the Limited Workmanship Warranty. Osborn Inc is not liable for repair conditions caused by misuse or abuse, ground settlement, winter conditions, accidents and natural disasters.

If you think that your concrete has a warranty issue. You must notify Osborn Inc in WRITING. IF YOU DO NOT NOTIFY WITHIN 90 DAYS AFTER YOU DISCOVER ANY ISSUE, YOUR LIMITED WARRANTY RELATING TO THAT CONCERN IS VOID. TELEPHONING OR EMAILING WILL NOT PRESERVE YOUR RIGHTS. MAIL TO: Osborn Inc.

**Attn: WARRANTY
10171 N. Saginaw Rd.
Clio, MI 48420**

The following information provides some of the common issues that you can expect when working with concrete and provides suggestions on customer care and usage.

What to Expect

Cracks: Concrete will crack. We don't like it either but it's going to happen so we **CANNOT** guarantee that concrete will not crack, even if all precautions have been taken. Control joints are cut into the concrete slab surface within 24 hours after the concrete is placed. However, sometimes cracks occur before the joints are cut. We do everything we can to prevent cracking. There is no guarantee that the concrete will not develop crack(s) in other locations and later. A crack that is 5/8 of an inch or less (height or gap) is not a warranty issue.

Flaking or Popping: While concrete is very durable, it is not always without flaws. Harsh weather may cause the surface of your concrete to flake or pop. Flakes or pops will not compromise the integrity of the concrete. We may repair or replace our work if a minimum of 30% of the total work area is flaked or popped, except for driveway approaches due to overspray during winter months. If repair or replacement is required, we will replace only the affected area.

SHIFTING and SETTLING: It is common for driveways, sidewalks, porches, patios and floors to have some cracking or shifting over time. This is not necessarily a sign of poor workmanship. There is no way for us to prevent sub-grade settling, underground root growth or shrinkage of the subsurface layers. We **CANNOT** warranty against settling because the sub-grade level is beyond our control. When concrete is placed, we compact the surface 3-6" deep below the slab, but this is no guarantee that concrete will not settle. We cannot warranty against settling because what's below the surface is beyond our control.

Frost Heave & Cracking: Michigan is in a severe weather region. Throughout the winter there are many freeze-thaw cycles. During these freeze-thaw cycles it is possible that concrete will heave and most likely settle back to its normal elevation again. Concrete is susceptible to cracking during a frost heave and therefore it's not a warranty issue.

Discoloration: It is NOT possible to match the exact color of your existing sidewalk, porch or driveway, etc. Sometimes different pours to your driveway might not match especially if placed on different days. Most of these color variations are minor and most will fade over time. If you are considering replacing only a section or sections of an existing driveway, patio or sidewalk, please be aware that a color difference will exist. Osborn Inc. can make no warranty that our work will match your existing product.

Colors represented on a computer screen, or a printed brochure are just a representation of results and should not be relied upon for the final color of your project. Despite our best efforts, minor discoloration can still occur. There are a variety of different factors (such as: variations in slump, cement type/brand, finished texture, timing of operations, the curing process, choice of release agents, surface treatments, humidity and other weather conditions, age of concrete, etc.) that can and may produce distinct variations in color appearance. Color variation is not covered by this warranty.

FINISHES: Interior surfaces are generally finished smooth (basement floor, garage, sometimes porches and patios). A smooth finish allows for easy maintenance. Please be aware that smooth finishes are VERY slippery when wet. Exterior concrete such as walks and driveways are broom finished. A broom finish is less slippery and designed to be walked upon even when wet. Stamped surfaces/stained surfaces may hold water due to the stamping process and are sealed to help maintain the beautiful characteristics of the color and design. The sealer used will cause a slippery surface when wet. Please view the information provided below regarding the use and importance of sealers. Additionally, surfaces which are stamped or stained will require maintenance; how frequently is out of our control.

CUSTOMER CARE:

DO NOT'S: 1) Do not drive on "new" concrete for at least 7 days. 2) Do not allow water to drain beneath the slab as this may cause settlement cracks. 3) Do not use salt or other de-icing chemicals on the concrete (This is especially harmful during the first winter). If at all possible, hose off your car of any street salt before parking on concrete. 4) Do not allow your dog's urine (on your decorative concrete) to cycle through the numerous freeze-thaw cycles during the winter. Dog urine is extreme acidic and can cause damage to your decorative concrete. We recommend cleaning it as soon as you witness it.

RE-SEALING DECORATIVE CONCRETE:

It is important to note that we do not warranty sealer related failures. Surface maintenance is out of our control as heavy traffic, heavy use and severe weather may and can negatively influence the performance of the sealer. The care and maintenance of decorative concrete is the homeowner's sole responsibility. The frequency with which you should reseal your concrete will depend on the area's exposure to cars, foot traffic, and any chemicals the decorative concrete is exposed to such as chlorine, salt water, stabilizer and the like. We highly recommend that stamped concrete projects be kept clean and resealed every other year or as needed. The longer you wait, the more likely you may notice the surface color fade slightly. Keeping a fresh coat of sealer will protect and keep the color as vibrant as the day it was installed. However, keep in mind, too much sealer can cause a host of other problems, the most common is whitening.

THE RESEALING TEST: To determine if you need to reseal your concrete, sprinkle water on the concrete surface. If the water is absorbed and makes the surface noticeably darker, the sealer has worn off and resealing the project will restore its original beauty. If the water is not absorbed and beads on the surface, the concrete should still be protected and likely does not require additional resealing.