



Pride Electrical Solutions
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Warranty Information

1. Overview of Warranty Coverage

Pride Electrical Solutions is dedicated to delivering exceptional service and quality. To provide our customers with peace of mind, we offer comprehensive warranties that cover both the parts we install and the craftsmanship of our work.

Our warranty offerings include:

- **1-Year Parts Warranty:** Covers manufacturer defects in parts supplied by Pride Electrical Solutions.
- **Lifetime Craftsmanship Warranty:** Ensures the quality of our workmanship for the lifetime of your ownership of the serviced property.

2. 1-Year Parts Warranty

Coverage:

The 1-Year Parts Warranty covers all parts provided and installed by Pride Electrical Solutions for a period of one year from the date of service. If a part fails due to a defect in materials or workmanship during this period, we will replace the part free of charge.

Exclusions:

This warranty does not cover:

- Parts that are damaged due to misuse, abuse, or improper handling.
- Parts that fail due to external factors such as power surges, lightning, floods, or other acts of nature.
- Parts that have been modified, tampered with, or repaired by anyone other than Pride Electrical Solutions.
- Normal wear and tear.
- **Customer-Provided Parts:** Any parts supplied by the customer are excluded from this warranty. Pride Electrical Solutions is not responsible for the performance, failure, or defects of any parts not provided by us.

Procedure:

If a part fails within the warranty period, please contact us at (214) 301-5106 with your invoice number and a description of the issue. We will arrange for a technician to assess the problem and provide a suitable resolution.

3. Lifetime Craftsmanship Warranty

Coverage:

We take pride in our craftsmanship. Our Lifetime Craftsmanship Warranty covers any defects in the workmanship of the electrical services performed by Pride Electrical Solutions. This warranty is valid for as long as you own the property where the service was completed.

Exclusions:

This warranty does not cover:

- Issues arising from unauthorized modifications, alterations, or repairs by third parties.
- Damage or defects caused by external factors such as structural changes to the property or extreme environmental conditions.
- Wear and tear from normal usage over time.

Procedure:

If you notice any issues related to the quality of our workmanship, contact us at 214-301-5106 with your invoice number and details of the concern. We will assess the situation and carry out necessary repairs or adjustments at no additional cost to you.

4. General Terms and Conditions

4.1. Warranty Activation:

The warranties provided by Pride Electrical Solutions are automatically activated upon full payment for the services rendered. No further action is required by the customer to activate these warranties.

4.2. Scope of Coverage:

The warranties cover only the specific parts and workmanship directly associated with the services performed by Pride Electrical Solutions. They do not extend to other electrical systems or components within the property that were not serviced by us.

4.3. Warranty Limitations:

- **Parts Warranty:** This warranty is limited to the replacement of defective parts provided and installed by Pride Electrical Solutions. The replacement parts will be of equal or similar quality as those originally installed.
- **Craftsmanship Warranty:** This warranty covers the quality of workmanship in the installation, repair, or modification of electrical systems. It does not cover aesthetic preferences, non-performance related concerns, or issues arising from factors outside of our control.

4.4. Exclusions:

- **Customer-Provided Parts:** Any parts supplied by the customer are not covered under the 1-Year Parts Warranty. Pride Electrical Solutions does not assume responsibility for the quality, performance, or suitability of these parts. Installation of customer-provided parts is done at the customer's own risk.
- **Unauthorized Modifications or Repairs:** Any alterations, modifications, or repairs made to the electrical work performed by Pride Electrical Solutions by any party other than our authorized technicians will void both the parts and craftsmanship warranties.
- **Environmental and External Factors:** Damage or failure due to external factors such as natural disasters, power surges, flooding, fire, or any other acts of nature are not covered by these warranties.
- **Normal Wear and Tear:** These warranties do not cover the natural aging or degradation of parts or materials over time.

4.5. Maintenance Requirements:

The warranties are contingent upon the customer's adherence to industry-standard maintenance and usage practices. Failure to maintain the electrical systems in accordance with these standards may result in the voiding of warranties. Routine inspections and maintenance are recommended to ensure the longevity and safety of the systems.

4.6. Warranty Transferability:

The Lifetime Craftsmanship Warranty is non-transferable and is exclusively valid for the original customer at the specific property where the services were performed. Should the property be sold or transferred to a new owner, the warranty will not be extended to the new owner.

4.7. Warranty Service Hours:

Warranty services will be provided during Pride Electrical Solutions' regular business hours. Requests for warranty service outside of these hours, including weekends and holidays, may incur additional charges, unless it is an emergency situation directly related to the warranted work.

4.8. Liability Limitation:

Pride Electrical Solutions' liability under these warranties is limited to the repair or replacement of defective parts or workmanship as outlined in this document. Under no circumstances will Pride Electrical Solutions be liable for any indirect, incidental, or consequential damages arising from the use of the parts or services provided.

4.10. Governing Law:

This warranty document and any disputes arising from it shall be governed by and construed in accordance with the laws of the state of Texas, without regard to its conflict of laws principles.