

 Porch
90 Day Inspection Guarantee




90 Day Inspection Guarantee



Porch Inspection Guarantee

Give your clients peace of mind when hiring you to inspect their next home purchase. Provided FREE to eligible inspectors.

How does it work?

We know inspectors intend to perform thorough quality inspections, but sometimes deficiencies are found after the inspection process is completed. The Porch Inspection Guarantee can assist inspectors and their clients in the process of correcting deficiencies that are discovered after the original inspection is performed.

If an eligible inspector performs a full home inspection for a client, in compliance with the inspector's designated standards of practice, and the client finds a deficiency that was required to be inspected and is not in the original home inspection report, then Porch will reimburse the homeowner as described below, up to the cost of the inspection fee (\$650 maximum).

The Porch Inspection Guarantee is subject to the terms and conditions described below.

How much does it cost?

The Porch Inspection Guarantee is FREE to all eligible inspectors.

What is the guarantee claim period for a homeowner?

A homeowner may make a claim under the Porch Inspection Guarantee for 90 days from the date of the inspection.

What are the terms and conditions of the Porch Guarantee?

Definitions.

Client / Home Owner: The person or persons for whom the home inspection was performed and is listed on the inspection contract as the client.

Eligible Inspector: Inspectors who are utilizing the Porch Home Assistant program for all of their inspection clients and who possess a valid home inspection license (where required) or association membership. Eligible inspectors must also carry legitimate professional liability insurance and make a copy of the policy available to Porch upon request. Eligible inspectors must not have any felony convictions and must maintain a less than 1% claims history with the Porch Inspection Guarantee program. Porch may deny or approve eligible inspectors at its discretion.

Deficiency: A defective item, component or system that was not reported (or reported incorrectly) in the inspection report, provided that such item, component or system (a) is within the building's foundation area, (b) was required to be inspected in accordance with the Designated Standards, (c) was not disclaimed by the inspector either in the inspection agreement or inspection report and (d) is not specifically excluded from coverage in the Porch Inspection Guarantee.



90 Day Inspection Guarantee



Designated Standards: The standard of practice and care for the inspection designated in the inspector's contract, report or marketing materials for full home inspections. The designated standard must be from a recognized professional association or state regulation. If a standard of practice is not designated by the inspector then the prevailing standard of practice and care will be used for all Porch Inspection Guarantee determinations.

Full Home Inspection: A full home inspection, as defined in the Designated Standards.

Guarantee Period: The period that ends 90 days after the date of the inspection.

PCA (Porch Claim Administrator): The Porch claims administrator that manages the claims process for the Porch Inspection Guarantee.

What's covered:

Note: The Porch Inspection Guarantee covers you, the Eligible Inspector, for Deficiencies discovered by your client within 90 days after the original home inspection is performed. It does NOT cover any item, system or component that fails after the inspection. This is an inspection guarantee and not a home warranty or service contract. If something fails after the inspection and your clients purchased a home warranty, please tell them to file their claim with their home warranty company.

Coverage Limit: The Porch Inspection Guarantee will pay approved claims for Deficiencies as described below, up to the amount of the home inspection fee, but not to exceed \$650 (the "Coverage Limit"). Once the Coverage Limit is exhausted, no further coverage for any discovered Deficiencies will be afforded to the Client by the Guarantee.

The coverage amounts per system are: Plumbing - \$250, Electrical - \$250, Built-in Appliances - \$250, HVAC - \$350, Garage - \$150, Structure - \$350, and Roof - \$350.

Porch will make only one payment per system, regardless of the number of Deficiencies in that system. If a claim is approved for Deficiencies in more than one system, Porch will make a payment for each system (up to the Coverage Limit for the aggregate payment). A Client may make more than one claim during the Guarantee Period, unless and until a payment has already been made for the applicable system or the Coverage Limit has been reached.

For example, if a claim were to be approved for a discovered Deficiency in the HVAC system, Porch would pay your client \$350 or the inspection fee (whichever is less), no matter the cost of the repair. If the claim were for more than one Deficiency in the HVAC system, Porch would still pay \$350 (or the inspection fee, if less) for that claim. If one Deficiency were in the roof and another in the structure, the aggregate payment would be the Coverage Limit amount of \$650 (or the amount of the inspection fee, if less).

The inspector will have the ability to pay the client to satisfy any amount that is not covered by the Coverage Limit if they so desire.



90 Day Inspection Guarantee



Excluded Items: The Porch Inspection Guarantee does not cover any of the following:

- Commercial properties;
- Inspections by inspectors who are not Eligible Inspectors;
- Deficiencies related to items, systems and components that were excluded from the home inspection, as identified in the Designated Standards, the inspection report or the inspection agreement;
- Any item, system or component that was not available to be inspected by the inspector; (for example, because the item, system or component needed to be operating in order to be inspected and it was shut down or otherwise inoperable at the time of the inspection, or because connecting piping, wiring and/or components were not readily accessible and visible at the time of the inspection)
- Any system or component installed or method utilized to control or remove suspected hazardous substances;
- Public or private waste disposal systems;
- Stoppage of water regardless of the reason;
- Any consequential or incidental damages;
- Any alleged Deficiency that is presented for coverage because it relates to a system or component that is not in compliance with codes, regulations and/or ordinances;
- Any stoppage of water regardless of the reason;
- Failure of items, systems or components after the inspection is performed;
- Any claims that do not meet the deadlines for claims processing described below; and
- Any additional services such radon tests, mold tests, or any other service provided by the inspector in addition to the home inspection (or any fees for such services).

How are claims processed?

This is the process for making a claim under the Porch Inspection Guarantee:

1. All claims for alleged Deficiencies must be submitted prior to the expiration of the Guarantee Period, which is 90 days from the date of the home inspection.
2. The Client can submit a claim by calling the Porch Claims Administrator (PCA) at 844-315-7677 or by visiting www.homeownersnetwork.com/porch-guarantee/
3. The Client must fill out and return to the PCA a Written Notification of Claim, either online or by email. The Client must provide all required information, including a copy of the home inspection report.
4. The Client must provide a summary of the alleged Deficiency, including specific identification of the alleged Deficiency and its location in the home. The Client must be able to demonstrate to PCA that the alleged Deficiency was required to be inspected and have a professional provide such proof. The Client's documentation should include photographs of the alleged Deficiency and any reports or other documents prepared by a third-party contractor that addresses the item or system involved.



90 Day Inspection Guarantee



5. Claims will only be processed after all necessary information has been received by PCA from the Client. All required documentation must be received within sixty (60) days ("Documentation Period") following the submission of the claim. Failing to submit the claim before the end of the Guarantee or failing to provide the required information within the Documentation Period will result in denial of the claim.
6. If a claim is approved for coverage, in order to receive the payment the Client will be required to execute a release form that releases Porch and the inspector from all liability.
7. Except as specifically described below, with respect to the inspector's option to appeal, all claim decisions made by PCA are final.

What happens after my client files their claim?

Once the PCA finishes the review of the documentation provided by the Client and comes to an initial determination, the inspector will be sent a notice of this initial determination for review. The inspector will then have the opportunity to object to the determination. The inspector will have 48 hours to respond to the PCA's notice of claims decision.

- One example would be if the PCA approved a claim but the inspector believes that he or she is not responsible for the Deficiency. If the inspector can support this with documentation, the PCA will take the inspector's information into account when making the final decision regarding the claim.
- Another example might be if the PCA decides to deny the claim and the inspector feels it is important for their business to satisfy the claim. In this case, the inspector may override the PCA and cover the cost of payment for the claim themselves. In addition, the inspector may elect to pay, on behalf of the Client, any amounts not covered by the Home Inspection Guarantee. For example, if the claim is approved for the maximum coverage of \$650 but the repairs will cost \$800, the inspector may elect to pay the \$150 so that the Client doesn't have to.

It is Porch's desire to work closely with all Eligible Inspectors to satisfy their clients with a process and decision that makes sense for all involved. We realize that inspectors sometimes make decisions that are right for their business and we want to respect and support all inspectors with whom we work.