

iRoof Loyalty Rewards Program Terms and Conditions (Alabama)

1. General Overview

The iRoof Loyalty Rewards Program (the "Program") is offered by iRoof to provide Alabama homeowners with regular roof maintenance check-ups, loyalty rewards, and exclusive discounts on upgrades and minor repairs. Members agree to abide by these Terms and Conditions by enrolling in the Program.

2. Membership Eligibility

2.1 The Program is available to residential homeowners in Alabama within iRoof's service areas.

2.2 Members must be at least 19 years of age to enroll.

2.3 The Program is not available for commercial properties or properties outside of Alabama.

2.4 Enrollment in the Program is subject to approval by iRoof.

3. Membership Tiers and Benefits

The Program offers three membership tiers: Silver, Gold, and Platinum. Each tier includes the following benefits: (Small Repair up to 0-4999.99)

Plan Level	Monthly Cost	Annual Cost	Key Benefits
Silver	\$19.95	\$199	1 Check-up, 10% Discount on Upgrades & Small Repairs, \$500 Loyalty Rewards, Drone Documentation, Priority Response

Gold	\$29.95	\$299	2 Check-ups, 15% Discount on Upgrades & Small Repairs, \$1,200 Loyalty Rewards, Drone Documentation, Priority Response
Platinum	\$39.95	\$399	2 Check-ups, 15% Discount on Upgrades & Small Repairs, \$2000.00 Loyalty Rewards, Drone Documentation, Priority Response

4. Loyalty Rewards

4.1 Eligibility and Accumulation:

- Members earn loyalty rewards that can be applied to iRoof services valued at \$5,000 or more.
- Loyalty rewards are accrued as follows:
 - **Silver:** \$500 every 3 years
 - **Gold:** \$1,200 every 3 years
 - **Platinum:** \$1,200 every 3 years

4.2 Redemption:

- Loyalty rewards may only be applied toward roofing services over \$5,000.
 - Rewards are non-transferable and have no cash value.
 - Members must remain in good standing to redeem loyalty rewards.
 - To redeem Loyalty Rewards, you must be a member for 12 months before you are eligible
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5. Maintenance Check-Ups

5.1 Members are entitled to annual roof check-ups based on their membership tier.

5.2 Check-ups include visual inspections, drone documentation, and recommendations for maintenance.

5.3 iRoof will schedule check-ups on behalf of the members. If members believe they need an inspection due to storms or other issues, they can contact iRoof to request priority scheduling.

6. Discounts on Upgrades and Small Repairs

6.1 Members receive discounts on eligible roofing upgrades and small repairs as follows:

- **Silver:** 10%
- **Gold:** 15%
- **Platinum:** 15%

6.2 Discounts apply only to labor and materials provided by iRoof and cannot be used on full roof replacements. 6.3 Discounts cannot be combined with other promotions or offers.

7. Priority Response

7.1 All members are entitled to priority response for emergency service requests.

7.2 Priority response ensures faster scheduling, but service availability may be affected by weather conditions and demand.

8. Drone Documentation and Customer Portal

8.1 All loyalty-related documents, including drone reports, inspection summaries, and maintenance history, are available to all membership tiers through the customer portal.

8.2 Members will receive detailed roof and storm reports during scheduled check-ups, along with an estimate for any needed repairs or issues noted.

8.3 Reports are provided for personal records and insurance purposes. Members will have access to a customer portal where they can view all loyalty-related documents, including drone reports and maintenance history.

9. Payment Terms

9.1 Membership fees are billed monthly and must be paid via ACH transfer.

9.2 Failure to make timely payments will result in suspension or termination of membership.

10. Cancellation Policy

10.1 Members may cancel their membership at any time with 30 days' written notice.

10.2 If a membership is canceled before 12 months, all accumulated loyalty rewards are forfeited.

10.3 iRoof reserves the right to terminate memberships due to non-payment or program misuse.

11. Program Limitations

11.1 The Program does not cover damage caused by natural disasters, acts of God, or homeowner negligence.

11.2 Services are subject to availability and seasonal limitations.

11.3 iRoof reserves the right to modify or discontinue the Program at any time.

12. Liability and Indemnity

12.1 iRoof shall not be liable for any indirect, incidental, or consequential damages arising from participation in the Program.

12.2 Members agree to indemnify and hold iRoof harmless from any claims or liabilities arising from their participation in the Program.

13. Privacy Policy

13.1 iRoof respects members' privacy and will not share personal information with third parties without consent.

13.2 Members agree to receive communications from iRoof regarding their membership and related offers.

14. Governing Law

14.1 These Terms and Conditions are governed by the laws of the State of Alabama.

14.2 Any disputes arising from the Program shall be resolved through arbitration in Alabama.

15. Contact Information

For inquiries regarding the Program, please contact:



334-300-7027



<https://iroofpros.com/>

By enrolling in the iRoof Loyalty Rewards Program, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.