



Limited Warranty

Effective Date: 07/12/2026

Our Promise to You

At Perfect Pipe Plumbing, we believe trust is earned by doing quality work, communicating honestly, and standing behind the services we provide.

Our goal is not simply to complete a plumbing repair—we want you to have confidence that the work was performed professionally and with care. If a covered workmanship issue arises during the applicable warranty period, we are committed to responding promptly, evaluating the concern fairly, and correcting covered defects in accordance with this Limited Warranty.

This Limited Warranty explains what is covered, what is not covered, and how warranty claims are handled so that both Perfect Pipe Plumbing and our customers have clear expectations.

This Limited Warranty is incorporated into and governed by the Perfect Pipe Plumbing Customer Service Agreement & Terms of Service.

Capitalized terms used in this Limited Warranty have the meanings assigned to them in the Perfect Pipe Plumbing Customer Service Agreement & Terms of Service unless otherwise defined herein.

1. Warranty Coverage

Unless otherwise stated in writing, Perfect Pipe Plumbing provides a One (1) Year Limited Workmanship Warranty on qualifying plumbing repairs, replacements, and installations performed by Perfect Pipe Plumbing.

This warranty covers defects resulting directly from:

- Improper workmanship performed by Perfect Pipe Plumbing.
- Defective materials supplied and installed by Perfect Pipe Plumbing.

- Installation defects that prevent the repaired or installed component from performing as intended under normal residential operating conditions.

If a covered defect occurs during the applicable warranty period, Perfect Pipe Plumbing will, at its sole discretion:

- Repair the defective workmanship;
- Replace the defective material or component; or
- Re-perform the original Covered Work,

at no additional charge for covered labor or replacement materials.

This warranty applies only to the specific repair, replacement, or installation identified on the original invoice.

The warranty period begins on the date the Covered Work is substantially completed as reflected on the original invoice unless otherwise stated in writing.

2. What Is Covered

Subject to the terms, conditions, limitations, and exclusions contained in this Limited Warranty, covered services include, but are not limited to:

- Plumbing repairs.
- Plumbing replacements.
- New plumbing installations.
- Water service line repairs and replacements.
- Drain line repairs and replacements.
- Sewer repairs.
- Drain cleaning services (subject to Section 8).
- Water heater installations.
- Tankless water heater installations.
- Pressure Reducing Valve (PRV) installations.
- Expansion tank installations.
- Shutoff valve replacements.
- Hose bib repairs and replacements.
- Faucet repairs and installations.
- Toilet repairs and installations.
- Garbage disposal installations.
- Water filtration equipment supplied and installed by Perfect Pipe Plumbing.
- Sump pump and sewage ejector pump installations.
- Any additional plumbing repair or installation specifically identified on the original invoice.

Coverage applies only to the work specifically performed by Perfect Pipe Plumbing and does not extend to unrelated plumbing components or systems.

3. Manufacturer Warranties

Many plumbing fixtures, faucets, water heaters, tankless water heaters, pumps, valves, disposals, filtration systems, and other plumbing products include warranties provided by their respective manufacturers.

Manufacturer warranties are separate from and independent of the workmanship warranty provided by Perfect Pipe Plumbing.

Manufacturer warranty coverage is governed solely by the manufacturer's terms, conditions, exclusions, registration requirements, and claim procedures.

Following expiration of Perfect Pipe Plumbing's workmanship warranty, labor associated with diagnosing, removing, reinstalling, or replacing products covered solely under a manufacturer warranty is not included unless otherwise stated in writing.

Perfect Pipe Plumbing makes no independent warranty regarding manufacturer-supplied products beyond the coverage expressly provided in this Limited Warranty.

4. Warranty Claim Procedure

To request warranty service, the Customer must:

- Notify Perfect Pipe Plumbing promptly after discovering the suspected warranty issue.
- Provide the original invoice or sufficient information to identify the original service.
- Allow Perfect Pipe Plumbing a reasonable opportunity to inspect the claimed defect before repairs are performed by another contractor, except in an emergency reasonably necessary to prevent substantial property damage.
- Provide reasonable access to the affected plumbing system during normal business hours unless emergency circumstances require otherwise.

Perfect Pipe Plumbing reserves the right to inspect the claimed condition before determining warranty eligibility.

Repairs performed by another contractor before Perfect Pipe Plumbing has had a reasonable opportunity to inspect the claimed defect may void warranty coverage for that issue.

5. Customer Responsibilities

To maintain warranty coverage, the Customer agrees to:

- Operate plumbing systems in a normal and intended manner.
- Perform routine maintenance recommended by the equipment manufacturer and/or Perfect Pipe Plumbing.
- Protect plumbing systems from freezing temperatures.
- Promptly report suspected plumbing issues before additional damage occurs.
- Follow manufacturer operating instructions for installed equipment.

- Maintain reasonable access to installed plumbing components.

Failure to satisfy these responsibilities may void warranty coverage to the extent that such failure contributed to the claimed condition.

6. Repair Versus Replacement

Perfect Pipe Plumbing's warranty obligation is limited to repairing, replacing, or re-performing the specific Covered Work determined to be defective due to workmanship or materials supplied by Perfect Pipe Plumbing.

Nothing contained in this Limited Warranty shall be interpreted as requiring Perfect Pipe Plumbing to replace an entire plumbing system, fixture, appliance, water heater, drain system, or assembly when repair or replacement of the defective covered component is reasonably sufficient.

The method of warranty resolution shall be determined solely by Perfect Pipe Plumbing.

7. Recommended Repairs Declined by Customer

During the course of performing plumbing services, Perfect Pipe Plumbing may identify additional plumbing deficiencies, aging components, code concerns, or safety issues that are outside the original scope of work.

If Perfect Pipe Plumbing recommends additional repairs or corrective action and the Customer declines those recommendations, Perfect Pipe Plumbing shall not be responsible for subsequent failures, property damage, or additional repairs resulting directly or indirectly from the declined recommendations.

Whenever reasonably practical, declined recommendations will be documented on the estimate, invoice, inspection report, Plumbing System Evaluation & Customer Acknowledgment form, or other Company service records.

8. General Warranty Exclusions

This Limited Warranty does not cover, and Perfect Pipe Plumbing shall not be responsible for, any loss, damage, repair, replacement, or expense resulting from conditions beyond the scope of the original Covered Work, including but not limited to:

- Normal wear and tear.
- Damage caused by abuse, misuse, neglect, vandalism, accidents, or improper operation.
- Failure to perform recommended maintenance.
- Alteration, modification, adjustment, or repair performed by anyone other than Perfect Pipe Plumbing.

- Damage caused by excessive water pressure, water hammer, thermal expansion, freezing temperatures, fire, flood, lightning, power outages, utility interruptions, natural disasters, acts of God, or other events beyond our reasonable control.
- Corrosion, rust, electrolysis, mineral buildup, hard water, acidic water, sediment, poor water quality, or other naturally occurring water conditions.
- Damage caused by chemical drain cleaners, solvents, acids, or other chemicals introduced into the plumbing system.
- Existing plumbing deficiencies not directly repaired or replaced by Perfect Pipe Plumbing.
- Cosmetic damage including paint, drywall, tile, flooring, cabinets, landscaping, concrete, or other finish materials unless specifically included within the original scope of work.
- Manufacturer defects occurring outside of Perfect Pipe Plumbing's workmanship warranty period.
- Damage resulting from structural movement, settling, foundation movement, earthquakes, tree roots, soil movement, excavation, or utility work performed by others.

Perfect Pipe Plumbing reserves the right to determine whether a claimed condition is related to Covered Work or is the result of an excluded condition.

9. Existing Plumbing System Conditions

This Limited Warranty applies only to the specific plumbing repair, replacement, or installation identified on the original invoice.

Perfect Pipe Plumbing does not warrant:

- The condition of the home's entire plumbing system.
- Existing piping not replaced during the service.
- Hidden defects that could not reasonably be observed during the original service.
- Previously installed plumbing materials.
- Aging, deteriorated, corroded, galvanized, polybutylene, Orangeburg, cast iron, or otherwise compromised piping unless specifically replaced by Perfect Pipe Plumbing.

Replacement or repair of one plumbing component does not constitute a warranty of adjacent plumbing components or the overall plumbing system.

Subsequent plumbing failures occurring outside the original Covered Work shall be considered separate plumbing conditions.

10. Drain Cleaning and Sewer Stoppage Warranty

Because drain stoppages are frequently caused by conditions beyond the control of Perfect Pipe Plumbing, warranty coverage for drain cleaning services is necessarily limited.

Drain cleaning services are warranted only when:

- The drainage piping is structurally sound.
- The affected piping is free of cracks, breaks, collapses, offsets, bellies, or significant deterioration.
- The stoppage was successfully removed during the original service.
- The Customer follows normal usage practices after service.

This warranty does not apply when future stoppages result from:

- Grease accumulation.
- Cooking oils or food waste.
- Flushable wipes.
- Baby wipes.
- Paper towels.
- Feminine hygiene products.
- Cotton swabs.
- Diapers.
- Hygiene products.
- Children's toys.
- Foreign objects.
- Hair accumulation.
- Soap buildup.
- Root intrusion.
- Pipe settlement.
- Broken sewer piping.
- Offset joints.
- Pipe bellies.
- Crushed piping.
- Improper pipe slope.
- Septic system failures.
- Municipal sewer backups.
- Any condition outside the original drain cleaning service.

If Perfect Pipe Plumbing recommends a sewer camera inspection to evaluate the condition of the drainage system and the Customer declines the recommendation, no warranty shall apply to the current stoppage or to any future stoppages associated with that drainage line unless otherwise agreed in writing.

Drain cleaning restores flow at the time of service but cannot guarantee the future condition or long-term performance of the drainage system.

11. Leak Repair Warranty

Warranty coverage for leak repairs applies only to the specific leak repaired by Perfect Pipe Plumbing.

This warranty does not guarantee the future performance of:

- Adjacent piping.
- Nearby fittings.
- Valves.
- Plumbing fixtures.
- Water lines.
- Drain lines.
- Any plumbing component not repaired or replaced during the original service.

If additional leaks develop in nearby locations due to aging piping, corrosion, excessive water pressure, freezing temperatures, or other unrelated causes, such leaks shall not be considered warranty repairs.

12. Pressure Reducing Valves (PRVs) and Water Pressure

Proper water pressure is essential to the performance and longevity of residential plumbing systems.

Unless otherwise documented in writing, Perfect Pipe Plumbing does not warrant plumbing failures caused by excessive water pressure exceeding generally accepted plumbing industry standards.

If Perfect Pipe Plumbing recommends installation or replacement of a Pressure Reducing Valve (PRV), thermal expansion tank, or other pressure-control device and the Customer declines the recommendation, any subsequent damage related to excessive water pressure shall be excluded from warranty coverage.

Where Perfect Pipe Plumbing installs or replaces a PRV, warranty coverage applies only to defects in the installed PRV or the Company's workmanship and does not extend to plumbing components damaged by excessive pressure before installation or by unrelated failures occurring afterward.

13. Water Heater and Tankless Water Heater Warranty

Perfect Pipe Plumbing's workmanship warranty applies only to the installation performed by Perfect Pipe Plumbing.

Water heaters, tankless water heaters, recirculation systems, expansion tanks, and related equipment remain subject to the manufacturer's warranty where applicable.

Warranty coverage does not include failures resulting from:

- Lack of required maintenance.
- Failure to flush or descale equipment as recommended by the manufacturer.
- Sediment accumulation.
- Hard water.
- Corrosive water.
- Water chemistry.

- Improper gas supply.
- Improper electrical supply.
- Venting deficiencies not installed by Perfect Pipe Plumbing.
- Freezing.
- Flooding.
- Excessive water pressure.
- Acts of nature.
- Manufacturer defects occurring after expiration of Perfect Pipe Plumbing's workmanship warranty.

Perfect Pipe Plumbing strongly recommends annual maintenance of all storage tank and tankless water heaters to maximize equipment life, maintain efficiency, and preserve applicable manufacturer warranty coverage.

14. Customer-Supplied Materials

When plumbing fixtures, faucets, toilets, water heaters, valves, filtration equipment, or other materials are supplied by the Customer, Perfect Pipe Plumbing warrants only its workmanship associated with the installation.

Perfect Pipe Plumbing provides no warranty, express or implied, regarding the quality, compatibility, performance, design, or manufacturer defects of Customer-supplied materials.

Additional labor required due to defective, incompatible, or incomplete Customer-supplied materials may be billed separately.

15. Unauthorized Repairs or Alterations

This Limited Warranty becomes void for the affected Covered Work if:

- Repairs or modifications performed by any person or entity other than Perfect Pipe Plumbing before Perfect Pipe Plumbing has been provided a reasonable opportunity to inspect the claimed warranty condition, except in a bona fide emergency necessary to prevent imminent property damage.
- The Customer performs repairs, modifications, alterations, or adjustments affecting the Covered Work.
- Additional plumbing work performed by others contributes to or alters the original Covered Work.

Perfect Pipe Plumbing shall not be responsible for diagnosing, correcting, or warranting repairs performed by others.

16. Freeze Damage

Plumbing systems exposed to freezing temperatures are susceptible to damage beyond the control of Perfect Pipe Plumbing.

This Limited Warranty does not cover damage resulting from:

- Frozen water lines.
- Burst pipes caused by freezing temperatures.
- Frozen hose bibs.
- Frozen irrigation systems.
- Failure to winterize plumbing systems.
- Failure to maintain adequate heat within the structure.
- Extended power outages resulting in freezing conditions.
- Any secondary damage resulting from freezing temperatures.

Customers are responsible for protecting plumbing systems from freezing conditions in accordance with generally accepted maintenance practices.

17. Existing Conditions Not Covered

Perfect Pipe Plumbing's warranty applies only to the specific Covered Work described on the original invoice.

Repair or replacement of one plumbing component shall not be interpreted as a warranty of:

- Adjacent plumbing components.
- Existing piping.
- Connected plumbing fixtures.
- Branch water lines.
- Drainage systems.
- Sewer systems.
- Water service lines.
- Water quality.
- Water pressure conditions existing before the original repair or installation
- The overall condition or future performance of the plumbing system.

Additional failures occurring outside the original Covered Work shall be considered separate plumbing conditions and are not covered under this Limited Warranty.

18. No Other Warranties

Except as expressly provided within this Limited Warranty, Perfect Pipe Plumbing makes no other express warranties regarding the services performed.

To the fullest extent permitted by applicable law, any implied warranties that cannot legally be disclaimed shall be limited to the duration of the applicable workmanship warranty described herein.

Manufacturer warranties remain the responsibility of the respective product manufacturers.

19. Property Access for Warranty Service

The Customer agrees to provide reasonable access to the affected plumbing components for inspection and warranty service.

If access requires removal of cabinets, flooring, walls, ceilings, concrete, landscaping, or other improvements installed after the original work was completed, additional charges may apply for access-related labor not directly associated with the warranty repair.

Perfect Pipe Plumbing is not responsible for restoration of finish materials unless specifically included within the original scope of work.

20. Transferability

This Limited Warranty is extended solely to the original Customer who contracted for the Covered Work.

Unless otherwise agreed in writing, this Limited Warranty is not transferable to subsequent property owners, purchasers, tenants, or other parties.

Transfer of ownership of the Property automatically terminates this Limited Warranty.

21. Limitation of Liability

To the fullest extent permitted by applicable law, Perfect Pipe Plumbing's liability under this Limited Warranty is limited exclusively to repair, replacement, or re-performance of the original Covered Work.

Perfect Pipe Plumbing shall not be liable for:

- Incidental damages.
- Consequential damages.
- Loss of use.
- Loss of business.
- Loss of income.
- Utility costs.
- Water charges.
- Mold or mildew.
- Damage to personal property.
- Damage to finished surfaces.
- Temporary housing expenses.
- Loss of food, inventory, or other perishable items
- Attorney's fees or litigation costs except where required by applicable law.

Nothing contained herein shall limit liability where prohibited by law.

22. Governing Law

This Limited Warranty shall be governed by and interpreted in accordance with the laws of the State of Georgia.

If any provision of this Limited Warranty is determined to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

23. Entire Warranty

This Limited Warranty constitutes the complete warranty provided by Perfect Pipe Plumbing regarding the Covered Work.

No employee, technician, representative, subcontractor, advertisement, estimate, proposal, invoice, website content, or verbal statement shall modify this Limited Warranty unless confirmed in writing by an authorized representative of Perfect Pipe Plumbing.

24. Future Revisions

Perfect Pipe Plumbing reserves the right to revise, modify, or update this Limited Warranty from time to time.

Any revisions shall apply only to Covered Work performed on or after the effective date of the revised Limited Warranty and shall not reduce or otherwise affect warranty coverage applicable to services completed before the effective date of such revisions unless otherwise agreed to in writing or required by applicable law.

25. Our Commitment to Our Customers

At Perfect Pipe Plumbing, our warranty is more than a policy—it is a reflection of how we conduct business.

We believe our customers deserve honest recommendations, professional workmanship, clear communication, and responsive service. While this Limited Warranty defines the scope of our warranty obligations, our commitment is to stand behind our work, treat every customer with respect, and resolve legitimate workmanship concerns fairly and professionally.

Thank you for choosing Perfect Pipe Plumbing. We appreciate the opportunity to earn your trust and serve your home.