

Owner Supplied Materials, Subcontractors or Labor:

MINNESOTA STATUTE, CHAPTER 327A, HOUSING; STATUTORY WARRANTIES, which is the warranty governing our contract with you, **excludes**, among other things, products or materials covered by implied or written warranty and any loss or damage caused by defects in design, installation, or materials that Owner supplied or installed. The retail buying process can be error prone. There are different outcomes depending on where or from whom the product is purchased. These are some challenges that you may experience in a retail setting:

- Products that appear to be identical may not be. Some products sold through different supply channels and retail outlets may have the same or similar model numbers, but are packaged in differing configurations or built to differing specifications for each seller.
- Some parts or components of a product that appears identical may be manufactured to differing standards and may present inferior or lower quality than those sold through professional trade distribution channels.
- A product may not include parts, accessories and materials that are required for the product to be properly installed, fully operable, functional, usable or complete.
- You may encounter uneducated, unqualified or unhelpful workers.
- Personnel may sell you ancillary components* that are unnecessary, inappropriate or incompatible with material systems used by the professional tradesmen. Products may not be code compliant.
- Locating and buying replacement parts of expendables (i.e. cartridges for a faucet that wear out over time) may prove problematic through a retail outlet that only stocks the retail product and does not stock parts.
- Labeling, packaging, shelving and bin placement may cause confusion when searching for the proper size, style, model, color, finish, etc.
- Item may be damaged (chipped, scratched) or not visibly defective.
- If a return, exchange or additional parts are necessary, you will be responsible for the additional cost of removing and reinstalling the product and you will also be responsible returning or exchanging the product at the source.
- Returns and exchanges may be subject to restocking charges, shipping and handling charges and time limits on returns.
- If you purchase a product on the Internet and it is shipped to you, you will be responsible to ship the product back for replacement, if it can be returned. You will also be responsible for the additional cost of labor for removing and reinstalling the product.
- Internet shoppers must be aware of return or exchange policies and disclaimers that allow the seller to avoid responsibility for incomplete or incorrect website information or navigational problems/issues.

Summary

We understand that you, a relative or acquaintance may possess a skill that you would like to utilize or you may have a one of a kind item that you would like to include in your project. We will work with you to incorporate unusual items, antiques and heirlooms and/or guide you in balancing the pros and cons of incorporating your skills or the skills of an acquaintance.

Based on our experience, we know that complications, interruptions and delays, caused by scheduling conflicts and non-code compliant or sub-standard labor or materials can and do occur when supplied by the homeowner. Projects tend to run more smoothly and have better overall outcomes when selections are made through professional trade distribution channels and our Project Supervisor maintains control over the work force and scheduling. When challenges occur, the additional costs associated with correcting challenges applied to one or more complications can be substantial and may far outweigh any perceived cost savings.

We maintain professional relationships with industry showrooms. The number of product showrooms has expanded greatly over the past decade. Each showroom determines how they present and price the products they carry. Their representatives may quote the retail price or a discounted price. Savings, if any, will be passed on to you. We hope this gives you the information necessary for you to make an informed decision. If you have any questions that are not answered here, please contact your Plekkenpol Builders representative. Thank you for giving us the opportunity to serve your needs.

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