

Warranty Information

"The name trusted in roofing since 1906"



Contractor Warranty Eligibility Program

Contractors wishing to become Warranty Eligible, should obtain a **Contractor Warranty Eligibility Application** form from their Mule-Hide Territory Manager. You can find the contact information for your Mule-Hide Territory Manager by checking the Mule-Hide website at www.mulehide.com or by calling (800) 786-1492 and asking for the Warranty Program Coordinator.

The Contractor Warranty Eligibility Application form shall be filled out completely and signed by an officer of the company. Forward the completed application to the Mule-Hide National Support Center, marked to the attention of the Warranty Program Coordinator. Submission of the Contractor Warranty Eligibility Application form does not guarantee or imply acceptance by Mule-Hide.

Upon receipt of the application, the Mule-Hide Territory Manager will be advised of the application submittal and will contact the contractor to evaluate his qualifications and training needs. Training requirements may include attendance at a training seminar and a commitment to a training session for the contractor's crew(s). A review of the Contractor's workmanship on completed roofing projects will be requested and documented by the Mule-Hide Territory Manager.

Only Warranty Eligible Contractors are able to apply for Mule-Hide System Warranties (Labor and Material) and Mule-Hide's 20-Year Single-Ply Roof System Limited Warranty for Commercial Buildings, System (labor and material) Warranties and Coatings System Warranties. **It is the contractor's responsibility to contact Mule-Hide should they wish to be able to obtain System Warranties.**