



September 9, 2025

Erica Anderson
1806 Ball Rd
Holly Springs, NC 27540

Thank you again for choosing Ram Jack! Please find attached any and all final documents as it relates to your project.



Foundation Solutions, LLC
DBA Ram Jack
4122 Bennett Memorial Rd Suite 304
Durham, NC 27705
License 81330

Limited Lifetime Warranty

What Foundation Solutions, LLC Covers For The Life of Your Structure. The Ram Jack® steel pile is designed to resist vertical settlement of a load bearing structural beam within a limited area along the beam directly above the pile. The Foundation Solutions, LLC ("Ram Jack") Limited Warranty ("Warranty") is that any Ram Jack driven or helical pile, which Ram Jack installs at your property, will not move downward.

Period of Coverage. Coverage begins upon full and timely payment of the Ram Jack installation. Coverage continues for the life of the structure and terminates upon the first of the following to occur: (1) you transfer the property but take no action to transfer the Warranty, (2) the transfer does not qualify, (3) a person other than Ram Jack alters, works on, disturbs, or adjusts your Ram Jack Foundation Solutions System, (4) the structure is altered, creating additional loads as Ram Jack reasonably determines, or (5) the present structure no longer substantially exists.

What Ram Jack Will Do Free of Charge. Ram Jack will inspect its Work, and using its discretion, adjust or replace, free of charge, any Ram Jack driven steel or helical pile, including its respective bracket if damaged, should it experience downward movement ("settlement") as shown on the Service Plan, in a good and workmanlike manner, using the Ram Jack Foundation Solutions System. The preceding is your sole remedy under this Warranty.

Exclusive Warranty. This Warranty supersedes all other warranties, and is offered exclusively instead of any other warranties, written, oral, expressed or implied, all of which Ram Jack disclaims.

What Ram Jack Does Not Cover

1. The Warranty does not cover any damages (direct, consequential, etc.) as a result of (1) downward movement of a pile and/or (2) adjustment or replacement of a pile. Consequential damages include, but are not limited to, damage to concrete, brick, mortar, sheetrock, wood, wallpaper, paint, fixtures, rigid materials, furnishings, personal property, and all components of a structure.
2. Ram Jack is not responsible for any movement of soil beneath the foundation/structure, and as a result, the Warranty does not cover: (1) any settlement of the foundation or floor outside the area directly above each pile, (2) any lateral ("sideways") and/or upward movement ("heaving") of the foundation or floor of the structure, and (3) any damages from movement. The Warranty does not cover any failure or defects (present or future) of the structure, including the foundation and the floor (and its substructure components, including existing piles, support joists and beams, and all wood). The Warranty only covers the downward movement of a pile and does not cover damages from any movement of the foundation, floor, structure, or its components.
3. The Warranty does not cover any costs the Owner incurs for repairs at the property without the written approval of Ram Jack. By way of example and not limitation, an Owner's repairs to the foundation, structure, components, sheetrock, engineered flooring system, plumbing, sprinkler system, flooring, cosmetic or other repairs related to the Work at the property address are not covered without written approval from the Ram Jack Operations Manager.
4. The Warranty does not cover failure from catastrophic events, caused by man or nature, or a combination of both factors. Such catastrophes may take the form of tornadoes, earthquakes, excessive wind (including hurricanes) fire, explosions, floods, storm surge, tidal waves, rain causing slope failure, failure from natural soil creep, soil collapse, slope failure, heaving, sinkholes, subsidence or similar events. Even if piles do not fail, catastrophes may cause foundation or structural movement (such as uplifting of the piles) that this Warranty does not cover.
5. The Warranty does not cover the failure of a foundation or components of a wood engineered flooring system. Concrete and wood are affected by the quality of their design, construction, components, and maintenance. Other than a Ram Jack pile providing support to a limited area of a structural beam directly above it, Ram Jack has no control over factors that affect the life of your foundation and wood flooring system, which include weather, drainage, moisture, wood destroying organisms, lack of maintenance, and similar deterioration factors.

Your Responsibilities; Allowing Us to Visit and Conduct Testing. It is your responsibility to maintain your foundation and/or crawlspace. We cannot control the weather, which may cause a slab to crack or a crawlspace to settle, causing structural issues. Crawlspaces with moisture will cause mold, rot, warping, and wood damaging organisms to invade the space. You may need to repair the exterior crack of a slab, or encapsulate and dehumidify a crawlspace. Separations between bricks, cracking or separation of wood and walls, uneven flooring, cracked tiles and decks, and stuck doors and windows, etc., are symptoms of movement.



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If the soils consist of expansive clay, which are extremely sensitive to moisture changes, soil at the site may swell and shrink to a significant degree. This movement may cause substantial pressure in and around the structure, causing dramatic changes at the site so that no frame of reference exists as to relative movement, making relative elevations meaningless as when first measured.

Ram Jack installed piles are designed not to fail and do not move downwards. After many years of refining and using the Ram Jack System and solving customer concerns, we have found most issues are related to drainage, subsurface water, or plumbing leaks, not the downward movement of Ram Jack piles.

Since it is difficult to diagnose an issue when drainage/plumbing or other issues exist, if we make a request, you agree to repair such problems before we conduct work or further inspections. When the soils have stable amounts of moisture or other issues are repaired, you agree to allow our retained engineer and us to inspect and conduct testing at the site when favorable conditions are present, and to offer us any engineering reports.

Transfer. The Owner of this Warranty is the person named in the Agreement for Work and any approved transferee. The Owner may transfer this Limited Warranty to a transferee of the property ("New Owner") if within 60 days of a property transfer, the following are sent to the address below or as requested: (1) the Transfer Fee of \$150, which is subject to change without notice, (2) Ram Jack transfer forms stating Ram Jack is released from all claims other than this Warranty, and (3) the New Owner states they have and will retain possession of the Agreement. You must meet all requirements or any transfer is void. Ram Jack transfer forms are available upon request. The Ram Jack National Limited Warranty Trust continues any Period of Warranty Coverage. Please register your Warranty at www.ramjackdealersassoc.com for coverage.

State Law; Disputes. This warranty gives you specific legal rights, and you may have other rights, which vary from state to state. You agree not to litigate, but to resolve all disputes related to this Agreement according to the following procedure. First, You must first enter into direct negotiations with Ram Jack, for at least six months after you meet with Ram Jack at the Site. We may extend this time by mutual agreement. If we do not settle all issues by negotiation, then except as provided above, we both agree to settle any remaining controversy or claim arising out of or relating to this contract, or the breach thereof, including the validity of this arbitration clause, by arbitration administered by the American Arbitration Association in accordance with its Construction Industry Arbitration Rules. We both agree that any Judgment on the award that the arbitrator(s) renders is limited to an award in conformity with the law and may be entered in any court having jurisdiction hereof. The arbitrator shall not award punitive or other damages not measured by the prevailing party's actual damages, except as may be required by statute. The parties shall arbitrate in Durham, North Carolina, and the laws of the State of North Carolina shall govern. Each party shall bear its own costs, fees and expenses of arbitration and both agree, consistent with the expedited nature of arbitration, that each party will, upon written request, promptly provide copies to the other party of all relevant documents. The parties shall bear the costs of the neutral arbitrator equally, and shall pay when invoiced, and fully paid before the award is delivered. The parties agree that failure or refusal of a party to pay its required share of the deposits for arbitrator compensation or administrative charges shall constitute a waiver by that party to present evidence or cross-examine witness. In such event, the other party is required to present evidence and legal arguments as the arbitrator(s) may require for the making of an award. Such waiver shall not allow for a default judgment against the non-paying party in the absence of evidence presented as provided above. The parties also agree that a structural engineer experienced in foundation support shall be named as arbitrator. Neither party can demand arbitration after the date when any applicable statute of limitation would bar the institution of legal or equitable proceedings based on such claim or dispute.

Contact Us. Foundation Solutions, LLC, an independent dealer, offers this Limited Warranty. In the event you require warranty work, contact Ram Jack at:

The Ram Jack Limited Lifetime Warranty is effective upon full and timely payment at Installation. If you have questions as to whether your warranty is effective, please call us.

**Foundations Solutions, LLC
Attn: Warranty Claims
Address: 4122 Bennett Memorial Rd Suite 304 Durham,
NC 27705
Phone: 888.203.6750**

Thank you again for choosing Ram Jack. Please see information below for Warranty Transfers as well as how to register for the National Back Warranty Trust.

Ram Jack steel piles carry two warranties. Not only is your warranty backed by the strength of this local Ram Jack office, but you are also backed by a second warranty the Ram Jack National Limited Warranty Trust, provided by the Ram Jack Dealers Association. In order to register your warranty with the Ram Jack Dealers Association and receive your National Limited Warranty Trust, you must go online to the Ram Jack Website at www.ramjackdealersassoc.com and register. Once you are on the site listed, please go to the Warranty Submission tab and fill out your information. When asked for franchise/office/state, choose Foundation Solutions. Once complete, you will receive a verification email with your warranty trust information.

When and if you sell your home, you will need to transfer both the Limited Lifetime Warranty by Ram Jack as well as the National Limited Warranty Trust to the new owner(s). Instructions for transferring both warranties are described below and should be kept with your records.

We appreciate the trust you have had in our company to allow us to work on your home and we hope you are satisfied with our work. Should you have any questions or concerns, please feel free to contact us.

IMPORTANT!!

Transferring Your Ram Jack Warranty on a timely basis: Instructions

As the Owner of the Ram Jack Warranty, it is YOUR RESPONSIBILITY to your Buyer to transfer your Ram Jack warranty to the new owner of the property. We have seen lawsuits arise where the Seller of a property did not notify their Buyer of the warranty, and we refused efforts to transfer the Warranty outside of the 60-day transfer period. Get this done at Closing

You must do the following:

CALL US and we will send you transfer forms.

Complete, sign and date the Warranty Transfer Document for both the Transferor (you) and Transferee (new owner). We suggest you do this at closing.

KEEP ALL OF YOUR AGREEMENTS, DOCUMENTS, AND WARRANTY

Give all the documents stated in the Warranty Transfer Document to the new owner, a copy of the Closing Statement as described, and this Instruction Sheet.

Have the new owner send the completed Warranty Transfer Documents and the Warranty Transfer Fee of \$150 (subject to change without notice) to Ram Jack made payable to Foundation Solutions, LLC within 60 days of the transfer to the address at the bottom of the warranty.

Do all of the above at the time of closing/transfer of the property.

The new owner may also register their new warranty at www.ramjackdealersassoc.com for additional coverage.

Upon approval, the new owner recognizes:

- That he/she has released all rights in the Agreement for Work, is limited to warranty rights, that the warranty is limited to the downward movement of the area above each piling and that Ram Jack's duty is to inspect and either replace or adjust, at Ram Jack's discretion, any piling that has experienced downward movement only. Ram Jack is not responsible for any damages;
- That Ram Jack only conducted work in limited areas of the residence, not the entire residence, and that the warranty does not extend beyond the area above each piling. The new owner may want additional work if an additional area(s) of the residence experiences settlement or any area moves laterally or heaves movement;
- That if any person other than Ram Jack conducts work on the foundation or an addition is made to the residence causing additional loads, the warranty is void. Call Ram Jack before any additions to the property are made; and
- That they will receive the current Limited Lifetime Warranty in effect at the time of transfer.

After Ram Jack receives and reviews all of the completed documents, and the application is approved, Ram Jack will issue a warranty to the new owner. If all documents are not complete when received, Ram Jack will notify you, but Ram Jack must receive all documents by the 60th day after the transfer, or the transfer of the warranty is void - no exceptions. Please complete the transfer on a timely basis.

Thank you from your Ram Jack Team!