

**BP FIVE-STAR SHINGLE WARRANTY  
LIMITED WARRANTY**

**THE FIVE-STAR WARRANTY:**  
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EMCO Building Products Ltd., warrants to the owner of the property on which BP organic shingles are installed that the shingles are free from manufacturing defects which may result in water leakage during the warranty period, subject to the conditions and restrictions set out below.

**WHO MAY BENEFIT FROM THE FIVE-STAR WARRANTY?**  
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The owner who installs BP organic shingles on his property located in Canada or the United States or who has them installed and any subsequent owner of the property, this warranty being fully transferable.

**WHAT IS THE WARRANTY PERIOD?**  
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The warranty period for the type of organic shingles installed is shown in Table "A" and starts on the date the installation of the BP shingles is completed. EMCO Building Products Ltd. only warrants the use of Rampart or Tradition on low slope roofs (between 2:12 and 4:12) and offers a full warranty using our specified application procedure. No other products will be warranted if installed between these slopes.

**WHAT IS THE MAXIMUM LIABILITY OF THE MANUFACTURER?**  
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If a manufacturing defect appears during the first five (5) years of the warranty period (first three (3) years in the case of Citadel and Tite-On shingles), EMCO will, at its option:

- (a) repair or replace, at its own expense, the defective shingles or

- (b) pay to the owner of the property the repair or replacement cost of the defective shingles, according to EMCO's reasonable estimate at the time of the claim.

If a manufacturing defect appears after the fifth (5<sup>th</sup>) year of the warranty period or after the third (3<sup>rd</sup>) year in the case of Citadel and Tite-On shingles, EMCO will pay to the owner of the property the repair or replacement cost of the defective shingles, according to EMCO's reasonable estimate at the time of the claim, reduced proportionally to the number of years elapsed since the completion date of installation of the BP organic shingles. This reduction or proration is set out in Table "B".

**On roofs with more than one layer of shingles, EMCO's warranty responsibility for tear-off and disposal extends only to the shingles in the top or outer layer.**

The warranty coverage for shingles which are repaired or replaced under warranty corresponds in all cases to the remainder of the warranty period and balance of coverage applicable to the shingle being replaced.

**Note: Whenever possible, EMCO will replace defective shingles with shingles of the same color. However, because color variations exist between shingles manufactured at different times and because EMCO may discontinue or modify colors, EMCO reserves the right to replace defective shingles with shingles of the nearest color.**

**EMCO will not be responsible for differences in color between replacement shingles and others not replaced, if those differences are caused by weathering.**

**FIVE YEARS LIMITED WIND WARRANTY**  
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EMCO Building Products Ltd. warranty its shingles to resist blow-off or damage due to wind velocities, including gusts, up to 97 km/h or 60 mph. If due to manufacturing defect (but subject to the limitations set out below) sealed shingles are blown off or damaged by winds within this speed limit, EMCO Building Products Ltd. will at its option reimburse you for the reasonable cost of replacing the blown-off or damaged shingles and/or hand-sealing remaining shingles, as required. Data from Environment Canada and/or the National Weather Service will be used to verify wind and gust speeds. **This warranty is in effect for a limited period of five (5) years following the date of installation of the shingles and is separate from EMCO's standard limited warranty otherwise applicable to the shingles.**

Self-sealing shingles contain self-sealing adhesive strips that must be exposed to sufficient surface temperatures before full thermal sealing can occur. Shingles installed in the fall or winter may not seal until they are exposed to such periods of sufficient surface temperatures. In addition, contamination of the self-sealing adhesive by dust

or foreign matter may prevent the sealing strip from achieving a full thermal seal. Prior to sealing, shingles are more vulnerable to being blown-off or incurring wind damage.

**This warranty is applicable only where the self-sealing adhesive strips have achieved full thermal seal and the shingles have been properly installed in light of the conditions of the roof and the environment.**

**LIMITATION OF IMPLIED WARRANTIES**  
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The duration of any implied warranties including, without limitation, implied warranties of merchantability or implied warranties of fitness are expressly limited to the duration of the warranty period applicable to the particular shingles installed. Some states (provinces in Canada) do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

**WHAT STANDARDS MUST BE MET FOR THE WARRANTY TO BE VALID?**  
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To benefit from the Five-Star Warranty, the following standards have to be met:

- (a) the shingles must have been installed in accordance with EMCO's published application instructions;
- (b) the roof structure must be designed in accordance with Local and applicable National Building Codes. All roof structures must be provided with through ventilation and the deck over which the shingles are installed must meet minimum building code requirements. Where local building codes have specific requirements which differ from National Building Codes, the more stringent requirement must be followed.

**EXCLUSION OF CONSEQUENTIAL DAMAGES**  
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EMCO hereby excludes coverage of all consequential damages of any kind resulting from the breach of this Warranty or from any failure to perform under the terms of this Warranty including, without limitation, any damage to the exterior or interior of the building upon which the shingles were installed or to the property contained therein, any injuries sustained by any person or any economic losses, commercial losses, loss of time, loss of use of the building or incidental charges such as telephone, travel or lodging expenses. **Some states (provinces in Canada) do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you.**

**WHAT IS NOT COVERED?**  
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The following are not covered by the Five-Star Warranty and, as such, EMCO will not, at any time, be liable for:

**TABLE "A"**  
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Type of shingles	Warranty period (years)
TRADITION	30
ROOFMASTER	25
ROOFMASTER CLASSIC	25*
MIRAGE	25
EUROPA	25
RAMPART	25
PRO STANDARD	25**
TITE-LOK	25
TITE-ON	20*
CITADEL	20
HIP & RIDGE, STARTER STRIP	***

\* Available in Western Canada only.

\*\* Available in U.S. only.

\*\*\* The warranty period for Hip & Ridge and Starter Strip shingles correspond to the warranty of the shingles installed on the rest of the roof.

- (a) any property damage, physical injury or economic loss resulting, directly or indirectly, from a manufacturing defect in the shingles;
- (b) any damage to the shingles caused by gales, lightning, hurricanes, tornadoes, hailstorms, earthquake, Acts of God, fortuitous events or force majeure;
- (c) any damage to the shingles caused by the settlement, distortion, failure, cracking or movement of the roof deck, walls or foundation of the building, as well as defects or failure of flashing or metal work;
- (d) any damage to the shingles caused by transport, misuse, or improper handling or storage of the shingles;
- (e) any damage to the shingles caused by traffic on the roof or by impact of foreign objects;
- (f) any damage to the shingles caused by work performed on or to the roof;
- (g) any damage to the shingles caused by the failure to install the shingles using BP cements or equivalent cements that meet applicable CAN / CGSB or ASTM standards;
- (h) appearance problems related to multiple layer installation (application over old shingles), such problems being typical of this type of installation;
- (i) any claim which has been settled by way of a cash payment pursuant to this warranty; and
- (j) discoloration due to algae growth.

**HOW TO MAKE YOUR CLAIM?**  
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Claims under the Five-Star Warranty must be made in writing as soon as the manufacturing defect is discovered and in any event no more than thirty (30) days after such discovery. Claims may be delivered by hand, transmitted by fax or sent by registered mail, to the following address:

**EMCO Building Products Ltd.**

**In Eastern Canada and USA: 9510 St-Patrick, LaSalle (Quebec), Canada, H8R 1R9, Fax no.: (514) 364-6739**

**In Western Canada: 3703 – 101 Avenue N.E., P.O. Box 576, Edmonton, Alberta T5J 2K8, Fax no.: (780) 465-1181**

**Attention: Quality Manager**

The claim must include a copy of the invoice or contract establishing the date of installation of the shingles along with the warranty claim form below.

EMCO will not accept any claim for repair work or replacement of defective shingles unless EMCO is given the opportunity to inspect the shingles and consents to the work, in writing.

**WHAT ELSE SHOULD THE OWNER KNOW?**  
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1. THERE ARE NO OTHER EXPRESS WARRANTIES OF EMCO, WHETHER ORAL OR WRITTEN, AND EMCO IS NOT RESPONSIBLE OR LIABLE FOR ANY PROMISES, REPRESENTATIONS, COMMITMENTS OR AGREEMENTS MADE BY EMPLOYEES, AGENTS OR REPRESENTATIVES OF EMCO WHICH ARE NOT IN ACCORDANCE WITH THIS WARRANTY.
2. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE (PROVINCE TO PROVINCE IN CANADA). THIS WARRANTY DOES NOT MODIFY OR LIMIT THOSE RIGHTS BUT SHALL RUN CONCURRENTLY WITH THEM.
3. CANADA ONLY: ANY PROVISION OF THIS WARRANTY WHICH IS INCOMPATIBLE WITH SOME PUBLIC ORDER LEGISLATION WILL NOT INVALIDATE THE REMAINING PROVISIONS OF THIS WARRANTY. SOME LEGISLATION MAY FORBID RESTRICTIONS UPON WARRANTIES GRANTED BY LAW. IN CASES COVERED BY SUCH LEGISLATION, THESE RESTRICTIONS DO NOT APPLY TO THE OWNER OF THE PROPERTY.
4. THIS WARRANTY APPLIES ONLY TO BP SHINGLES PURCHASED AND INSTALLED IN CANADA OR THE UNITED STATES (CONTINENTAL U.S., ALASKA AND HAWAII). WARRANTY INFORMATION IN OTHER COUNTRIES MAY BE OBTAINED FROM LOCAL AUTHORIZED BP SHINGLE DISTRIBUTORS.

**T A B L E " B "**  
★ ★ ★ ★ ★

Years since installation	Warranty Period (see Table "A")		
	(20 years)	(25 years)	(30 years)
1	100.00%	100.00%	100.00%
2	100.00%	100.00%	100.00%
3	100.00%	100.00%	100.00%
4	85.00%	100.00%	100.00%
5	80.00%	100.00%	100.00%
6	75.00%	80.00%	83.33%
7	70.00%	76.00%	80.00%
8	65.00%	72.00%	76.67%
9	60.00%	68.00%	73.33%
10	55.00%	64.00%	70.00%
11	50.00%	60.00%	66.67%
12	45.00%	56.00%	63.33%
13	40.00%	52.00%	60.00%
14	35.00%	48.00%	56.67%
15	30.00%	44.00%	53.33%
16	25.00%	40.00%	50.00%
17	20.00%	36.00%	46.67%
18	15.00%	32.00%	43.33%
19	10.00%	28.00%	40.00%
20	5.00%	24.00%	36.67%
21	0.00%	20.00%	33.33%
22		16.00%	30.00%
23		12.00%	26.67%
24		8.00%	23.33%
25		4.00%	20.00%
26		0.00%	16.67%
27			13.33%
28			10.00%
29			6.67%
30			3.33%
31			0.00%

Example: In the case of a claim in Rampart shingles, EMCO's maximum liability is reduced to 64% if such defects appear in the tenth year after installation.

**WARRANTY CLAIM FORM: (Do not send with questionnaire, complete and retain for your records.)**

★ **Name of claimant:** \_\_\_\_\_

★ **Address:** \_\_\_\_\_ **City:** \_\_\_\_\_  
 Province / State: \_\_\_\_\_ Country: CAN  USA  Postal Code / Zip code: \_\_\_\_\_ Phone No.: ( ) \_\_\_\_\_

★ **Address of the building on which shingles are installed (if different from the one listed above):**  
 Street: \_\_\_\_\_ **City:** \_\_\_\_\_  
 Province / State: \_\_\_\_\_ Country: CAN  USA  Postal Code / Zip code: \_\_\_\_\_ Phone No.: ( ) \_\_\_\_\_

★ **The shingles were (please check -√- the appropriate statement):** Self-installed  Installed by a professional contractor   
 Name of roofing firm: \_\_\_\_\_  
 Roofing firm address: \_\_\_\_\_ **City:** \_\_\_\_\_  
 Province / State: \_\_\_\_\_ Country: CAN  USA  Postal Code / Zip code: \_\_\_\_\_ Phone No.: ( ) \_\_\_\_\_

★ **Installation specifications:**  
 Date of completion of installation: \_\_\_\_\_ 20\_\_\_\_ Type of shingle installed: \_\_\_\_\_  
 Color: \_\_\_\_\_ Number of bundles installed: \_\_\_\_\_  
 Production code on shingle wrappers: \_\_\_\_\_ Total installed cost (including materials and labor): \$ \_\_\_\_\_

★ **I hereby certify that, to the best of my knowledge, the information listed herein is accurate:** Date: \_\_\_\_\_ 20\_\_\_\_  
 Signature of building owner: \_\_\_\_\_ Signature of roofing contractor: \_\_\_\_\_

**IMPORTANT:** This is your BP Product Registration Card. By returning this questionnaire in the next 10 days, we can confirm the date of purchase for your new BP product. This confirmation will facilitate our ability to process warranty claims, especially if your original proof of purchase is lost. Please feel free to ignore any questions that you would prefer not to answer – completion is not necessary for your guarantee. **ALSO, PLEASE COMPLETE THE INFORMATION ON THE WARRANTY CLAIM FORM, BUT KEEP IT FOR YOUR RECORDS.**



**A. Registering your ownership:** By filling in these details you will assist EMCO in contacting you, if necessary, about your purchase and about new products.

1. 1.  Mr.      2.  Mrs.      **5 S - E - 0 1**

First Name  Family Name

Street  Apt. No.

City  Province/State  Postal Code/ZIP Code  Country

Telephone  -  E-mail address

area code

1.  USA      2.  Canada

2. Language preference: 1.  English      2.  French
3. Date of purchase:  /  /
- B. About your purchase:** EMCO is keen to listen to their customers to learn about their changing needs. Your answers – and those of other customers – will be a great help to them.
4. What type of shingle was installed?
- |  |  |
|--|--|
| 1. <input type="checkbox"/> Roofmaster         | 6. <input type="checkbox"/> Rampart      |
| 2. <input type="checkbox"/> Roofmaster Classic | 7. <input type="checkbox"/> Pro Standard |
| 3. <input type="checkbox"/> Europa             | 8. <input type="checkbox"/> Citadel      |
| 4. <input type="checkbox"/> Mirage             | 9. <input type="checkbox"/> Tite-Lok     |
| 5. <input type="checkbox"/> Tradition          | 10. <input type="checkbox"/> Tite-On     |
5. What was the total number of bundles installed?
- |  |  |
|--|--|
| 1. <input type="checkbox"/> Less than 60 bundles | 3. <input type="checkbox"/> 81 - 100 bundles |
| 2. <input type="checkbox"/> 60 - 80 bundles      | 4. <input type="checkbox"/> Over 100 bundles |
6. What was the the total installed cost? (including materials and labor) \$  .00
7. What is the age of your home?
- |   |   |   |
|---|---|---|
| 1. <input type="checkbox"/> 0 - 10 years  | 3. <input type="checkbox"/> 21 - 30 years | 5. <input type="checkbox"/> 41 - 50 years |
| 2. <input type="checkbox"/> 11 - 20 years | 4. <input type="checkbox"/> 31 - 40 years | 6. <input type="checkbox"/> 50 + years    |
8. What is the current value of your home?
- |   |   |   |
|---|---|---|
| 1. <input type="checkbox"/> \$50,000 - \$99,999   | 3. <input type="checkbox"/> \$150,000 - \$199,999 | 5. <input type="checkbox"/> \$250,000 - \$299,999 |
| 2. <input type="checkbox"/> \$100,000 - \$149,999 | 4. <input type="checkbox"/> \$200,000 - \$249,999 | 6. <input type="checkbox"/> \$300,000 +           |
9. Who installed the shingles?
- |   |   |
|---|---|
| 1. <input type="checkbox"/> I did                                 | 3. <input type="checkbox"/> A roofer supplied by the dealer                   |
| 2. <input type="checkbox"/> I bought them, but had them installed | 4. <input type="checkbox"/> An independent roofer supplied and installed them |
10. Why are you replacing shingles?
- |   |  |
|---|--|
| 1. <input type="checkbox"/> My roof was leaking         | 4. <input type="checkbox"/> To prevent leaks |
| 2. <input type="checkbox"/> Simply for aesthetics/style | 5. <input type="checkbox"/> Storm damage     |
| 3. <input type="checkbox"/> New home installation       | 6. <input type="checkbox"/> Other            |
11. Why did you select these shingles?
- |   |   |
|---|---|
| 1. <input type="checkbox"/> Style                 | 5. <input type="checkbox"/> Price                 |
| 2. <input type="checkbox"/> Colour                | 6. <input type="checkbox"/> Quality               |
| 3. <input type="checkbox"/> Roofer recommendation | 7. <input type="checkbox"/> Brand name            |
| 4. <input type="checkbox"/> Warranty              | 8. <input type="checkbox"/> Dealer recommendation |
12. Which of the following applies to you?
- |  |
|--|
| 1. <input type="checkbox"/> I purchased my house within the last 2 years             |
| 2. <input type="checkbox"/> I am planning to sell my house within the next 12 months |
| 3. <input type="checkbox"/> Neither of the above                                     |
13. How did you become aware of our products?
- |   |   |
|---|---|
| 1. <input type="checkbox"/> Advertising (magazine, newspaper) | 7. <input type="checkbox"/> Roofer                        |
| 2. <input type="checkbox"/> EMCO/BP brochures                 | 8. <input type="checkbox"/> Dealer                        |
| 3. <input type="checkbox"/> In-store display                  | 9. <input type="checkbox"/> Prior experience with EMCO/BP |
| 4. <input type="checkbox"/> Word-of-mouth (friend, relative)  | 10. <input type="checkbox"/> Home show                    |
| 5. <input type="checkbox"/> World Wide Web/Internet           | 11. <input type="checkbox"/> Don't know                   |
| 6. <input type="checkbox"/> Architect                         | 12. <input type="checkbox"/> Other                        |

14. Which of the following home improvement project(s) do you plan to do within the next... (check all that apply)
- |  | 3-6 months               | 7-12 months                  |
|--|--------------------------|------------------------------|
| Structural extension to the house      | <input type="checkbox"/> | 1. <input type="checkbox"/>  |
| Build a shed                           | <input type="checkbox"/> | 2. <input type="checkbox"/>  |
| Build a new house                      | <input type="checkbox"/> | 3. <input type="checkbox"/>  |
| Finish basement                        | <input type="checkbox"/> | 4. <input type="checkbox"/>  |
| Plumbing                               | <input type="checkbox"/> | 5. <input type="checkbox"/>  |
| Insulation                             | <input type="checkbox"/> | 6. <input type="checkbox"/>  |
| Exterior walls                         | <input type="checkbox"/> | 7. <input type="checkbox"/>  |
| Home theater                           | <input type="checkbox"/> | 8. <input type="checkbox"/>  |
| Heating & air conditioning system      | <input type="checkbox"/> | 9. <input type="checkbox"/>  |
| Remodel Kitchen                        | <input type="checkbox"/> | 10. <input type="checkbox"/> |
| Remodel Bathroom                       | <input type="checkbox"/> | 11. <input type="checkbox"/> |
| Doors / Windows                        | <input type="checkbox"/> | 12. <input type="checkbox"/> |
| Landscaping                            | <input type="checkbox"/> | 13. <input type="checkbox"/> |
| Outdoor patio                          | <input type="checkbox"/> | 14. <input type="checkbox"/> |
| Painting                               | <input type="checkbox"/> | 15. <input type="checkbox"/> |
| Pool / Jacuzzi                         | <input type="checkbox"/> | 16. <input type="checkbox"/> |
| Hard surface flooring and/or carpeting | <input type="checkbox"/> | 17. <input type="checkbox"/> |
- C. About yourself:** EMCO would like to know more about you as a person – it helps when designing new products and planning advertising.
15. Date of birth of person whose name appears above:  /
16. Excluding yourself, what are the GENDER and AGE (in years) of children and other adults living in your household?
- | Male                        | Female                      | Age                        | Male                        | Female                      | Age                        |
|-----------------------------|-----------------------------|----------------------------|-----------------------------|-----------------------------|----------------------------|
| 1. <input type="checkbox"/> | 2. <input type="checkbox"/> | <input type="text"/> years | 1. <input type="checkbox"/> | 2. <input type="checkbox"/> | <input type="text"/> years |
| 1. <input type="checkbox"/> | 2. <input type="checkbox"/> | <input type="text"/> years | 1. <input type="checkbox"/> | 2. <input type="checkbox"/> | <input type="text"/> years |
17. Occupation:
- | You                                 | Spouse                       |
|-------------------------------------|------------------------------|
| Homemaker                           | 1. <input type="checkbox"/>  |
| Professional/Technical              | 2. <input type="checkbox"/>  |
| Upper Management                    | 3. <input type="checkbox"/>  |
| Middle Management                   | 4. <input type="checkbox"/>  |
| Sales/Marketing                     | 5. <input type="checkbox"/>  |
| Clerical or Service Worker          | 6. <input type="checkbox"/>  |
| Tradesman/Machine Operator/Labourer | 7. <input type="checkbox"/>  |
| Retired                             | 8. <input type="checkbox"/>  |
| A Student                           | 9. <input type="checkbox"/>  |
| Self Employed/Business Owner        | 10. <input type="checkbox"/> |
| Working from a Home Office          | 11. <input type="checkbox"/> |
18. Which group describes your annual family income?
- |   |  |
|---|--|
| 1. <input type="checkbox"/> \$15,000 - \$24,999 | 7. <input type="checkbox"/> \$80,000 - \$99,999    |
| 2. <input type="checkbox"/> \$25,000 - \$34,999 | 8. <input type="checkbox"/> \$100,000 - \$124,999  |
| 3. <input type="checkbox"/> \$35,000 - \$44,999 | 9. <input type="checkbox"/> \$125,000 - \$149,999  |
| 4. <input type="checkbox"/> \$45,000 - \$54,999 | 10. <input type="checkbox"/> \$150,000 - \$199,999 |
| 5. <input type="checkbox"/> \$55,000 - \$64,999 | 11. <input type="checkbox"/> \$200,000 & over      |
| 6. <input type="checkbox"/> \$65,000 - \$79,999 |  |



PLACE  
STAMP  
HERE

**EMCO BUILDING PRODUCTS LTD.**  
**c/o Pronorth**  
**P.O. Box 3428**  
**39 Patricia Drive**  
**Collingwood, ON**  
**L9Y 3Z2**

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*Please fold here*

19. **Education: (check highest level completed)** You                      Spouse
- |                                   |                          |    |                          |
|-----------------------------------|--------------------------|----|--------------------------|
| Some High School or less .....    | <input type="checkbox"/> | 1. | <input type="checkbox"/> |
| High School .....                 | <input type="checkbox"/> | 2. | <input type="checkbox"/> |
| Vocational/Technical School ..... | <input type="checkbox"/> | 3. | <input type="checkbox"/> |
| College .....                     | <input type="checkbox"/> | 4. | <input type="checkbox"/> |
| University .....                  | <input type="checkbox"/> | 5. | <input type="checkbox"/> |

20. **To help us understand your leisure time pursuits, please indicate the interests and activities that you or your spouse enjoy on a regular basis. (Maximum of 5)**

- |   |   |   |
|---|---|---|
| 1. <input type="checkbox"/> Bicycling                   | 12. <input type="checkbox"/> Travelling                       | 23. <input type="checkbox"/> Cooking                  |
| 2. <input type="checkbox"/> Golfing                     | 13. <input type="checkbox"/> Home Workshop / Do-It-Yourself   | 24. <input type="checkbox"/> Environmental Issues     |
| 3. <input type="checkbox"/> Tennis                      | 14. <input type="checkbox"/> Book Reading                     | 25. <input type="checkbox"/> Watching TV              |
| 4. <input type="checkbox"/> Snow Skiing                 | 15. <input type="checkbox"/> Current Affairs / Politics       | 26. <input type="checkbox"/> Cinema / Movies          |
| 5. <input type="checkbox"/> Physical Fitness / Exercise | 16. <input type="checkbox"/> Listen to music                  | 27. <input type="checkbox"/> Science / New Technology |
| 6. <input type="checkbox"/> Fishing                     | 17. <input type="checkbox"/> Dieting / Weight Control         | 28. <input type="checkbox"/> Self Improvement         |
| 7. <input type="checkbox"/> Hunting / Shooting          | 18. <input type="checkbox"/> Health / Natural Foods           | 29. <input type="checkbox"/> Computer                 |
| 8. <input type="checkbox"/> Boating / Sailing           | 19. <input type="checkbox"/> Investing in Stock / Bond        | 30. <input type="checkbox"/> Photography              |
| 9. <input type="checkbox"/> Camping / Hiking            | 20. <input type="checkbox"/> Fine Art / Antiques              | 31. <input type="checkbox"/> Internet                 |
| 10. <input type="checkbox"/> Gardening                  | 21. <input type="checkbox"/> Attending Cultural / Arts Events |   |
| 11. <input type="checkbox"/> Crafts                     | 22. <input type="checkbox"/> Wines                            |   |

21. **Please check all that apply to your household.**

- |  |  |  |
|--|--|--|
| 1. <input type="checkbox"/> Shop by Catalogue / Mail Order | 5. <input type="checkbox"/> Member of a Frequent Flyer Program | 9. <input type="checkbox"/> Have a Personal Computer |
| 2. <input type="checkbox"/> Own a Cottage / Vacation Home  | 6. <input type="checkbox"/> Have a Cellular Phone              | 10. <input type="checkbox"/> Have an Internet Access |
| 3. <input type="checkbox"/> Have an Inground Swimming Pool | 7. <input type="checkbox"/> Have a CD Player                   | 11. <input type="checkbox"/> Shop on Internet        |
| 4. <input type="checkbox"/> Support Charities              | 8. <input type="checkbox"/> Have a Camcorder                   | 12. <input type="checkbox"/> Have a home theater     |

Thank you for taking the time to fill out this questionnaire. Your answers will be used for market research studies and reports – and will help us better serve you in the future.

If you have comments, questions or suggestions about our products, please write to:

**EMCO BUILDING PRODUCTS LTD.**  
**Customer Service Department**  
**9510 St. Patrick**  
**LaSalle, QC H8R 1R9**  
**1 800 567-2726**  
**Web site : www.emcobp.com**