



## Work Guarantee

We are so confident of our ability, we guarantee to deliver what we have contractually agreed to, or your money back.

(subject to the guarantee terms and conditions)

Guarantee terms and conditions:

- This work guarantee is only applicable if claims are submitted to us within 7 days of the completion of work using our claim form found here: <https://forms.gle/AtbpwLq7RJsUsyEM6> . We regret that we are neither able to deal with any claims made outside of this time, nor can we accept a claim unless it is on our Claim Form.
- Upon receipt of a Claim Form correctly submitted, we will investigate such claim within a reasonable period of time.
- We will issue to you our findings of any investigation within a reasonable period of time.
- If you are not happy with the findings of an investigation, then we may refer the matter to a third party to audit the claim and the findings. To the extent that we were correct in our findings then you shall be liable to pay the costs of such third-party auditor.
- At our discretion, we may offer to rectify any defective works in place of the reimbursing you with the monies you paid for such works.
- You must attend site any such rectification of defective works.
- This guarantee covers application and workmanship only and which are subject to our general terms and conditions. Any materials related issues are not covered by this guarantee.
- This guarantee does not cover events beyond our control such as, without limitation, illness, traffic/congestion, vehicle/plant breakdowns, the provision of inaccurate information by you to us.
- We reserve the right to remove this guarantee at any point and without notice.
- This guarantee does not cover damage or defects as a direct result of:
  - wilful damage, negligence or accidental damage to any product or services we have provided post completion of our work;
  - alterations, repairs or additional work taken place by a third party damage or defects that affect the services we have provided caused by events outside of our control including but not limited to fires, explosions, vandalism, contact with corrosive chemicals, extreme weather conditions.