

## **BLOCKAID-TERMI Sealant Warranty Claim Procedure Policy**

**BLOCKAID-TERMI** Waterproofing places a high value on customer relationships and are proud of our staff and work practices. For that reason, we have a clear and comprehensive warranty policy that aims to ensure any required rectification work can be carried out quickly and efficiently minimizing any delays or inconvenience.

The following procedure must be followed in strict detail to obtain prompt, complete and accurate evaluation of a warranty claim. Failure to adhere to the specified procedure will lead to delays and may result in refusal of the claim.

1. All warranty claims must be processed through our Head Office in writing on the form attached to this Warranty Claim Procedure Policy. It is your responsibility to see that any warranty claims and relevant paperwork are submitted.
2. On receipt of claim we will inspect the site to determine if the issue is clearly:
  - a warranty charge;
  - a non-warranty issue; or
  - undetermined and requires further investigationBlockaid-Termi warranty covers the material only, to perform as designed. In some cases, we may need to seek approval from product suppliers or manufacturers to carry out further work. Alternatively, product suppliers or manufacturers may wish to inspect the site or carry out tests to determine if there may be any product failure.
3. We do not cover damage to the Termite proofing materials caused by others after the completion of our work in that area. For example, should an electrician penetrate a sealant and fail to adequately seal the penetration rectification, this work would not be covered by the warranty.
4. In some cases, we may not be able to determine the cause of Termite ingress by inspection alone. If it is suspected that the issue is a non-warranty (such as damage caused by other trades) and work to the expected value of \$500.00 or greater is required to determine the cause of the failure, you will be asked to agree to a quote to carry out this work. If the cause is found to be warrantable there will be no charge, however if the cause is found to be non-warranty, any amounts specified in the quote or variation will be payable. In the case of damage to Termite proofing by other trades you may be able to recharge those concerned.

5. In some cases where Termite ingress is causing damage, loss or substantial delay to further works we may offer to carry out a temporary solution pending further investigation and rectification. This is not a confirmation that the issue is warrantable and if the issue is found to be non-warrantable the work will be chargeable.
6. In the case where we have recommended against using a particular type of product or brand of building material on a site and you instruct the installer to use this material, we may not warranty the performance of that material.
7. In cases where the cause of defect is unclear or where expert opinion is required for the benefit of both parties, we may retain the service of an independent Engineer or other suitable person to determine the likely cause of the failure. Unless otherwise agreed, the appointment of an independent expert will be at our discretion and the cost in the first instance will be borne by us. If the cause is found to not be a warranty matter the cost of the independent expert will be chargeable to you.

**BLOCKAID-TERMI WARRANTY CLAIM REQUEST**

Please fill in this form and email to [support@granitgard.com.au](mailto:support@granitgard.com.au) or fax to (07) 5676 9633.

Request from: .....

Contact Person: ..... Position: .....

Contact Details Phone: ..... email: .....

Job site: .....

Location of issue: .....

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Issue description: .....

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Please find attached relevant plans / drawings / photographs or further information as detailed below.

Attached: .....

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I confirm that I have read and agree to the Warranty terms above.

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Signed by

\_\_\_\_\_  
Date

On receipt of this form **BLOCKAID-TERMI** will contact you and arrange a site inspection.