



WoodTecq Ltd – 10-year insurance backed guarantee.

INTRODUCTION

As part of our continued support to our customers we are pleased to offer an insurance backed 10-year guarantee on all of our projects, the guarantee also covers your 10% deposit. This provides you the customer with added protection and peace of mind

We hope that your building work will be trouble free. However, should it suffer a Defect during the 10-year period please follow the claims procedure detailed below.

The guarantee is supplied on condition that you complete a checktrade review for every 4 weeks we are working on your project up to a maximum of 8 reviews, we will also give you £25.00 cash back for every review that you submit up to a total of 8 reviews, the cash back will be deducted from your final payment.

The 10-year guarantee will be sent to you once the final payment has been received.

You can leave your reviews by using the link below :

<https://www.checktrade.com/GiveFeedback/?id=&Member=Woodtecq>

DEFINITIONS the words or expressions detailed below have the following meaning wherever they appear.

Contract – the agreement entered into between Us and You for the building work.

Defect – any materials supplied under the Contract that do not perform to their specifications and/or building works that do not meet the specification or standards expected under the Contract.

Guarantee period – 60 months from the date of completion of the building works under the Contract.

Location – The property situation in the United Kingdom. Channel Islands or Isle of Man.

We, Us, Our – WoodTecq Ltd, 20 Gainsborough Road, Rainham, Essex, 7DPRM13

You – the person(s) named in the Contract agreed with Us.



What is covered and for how long.

All of our projects are covered by an insurance backed 10-year guarantee. We are responsible for assessing the defect and if covered we will repair the defect. You must not attempt to repair the defect by yourself or by appointing a third party to do so. If You do this Your guarantee will be void.

- General building works and materials – Steels, Bricks, Timber Etc... – 10 years of cover.
- Flat roofing – Felt – 3 Years.
- Flat roofing – Epdm – 5 Years.
- Flat roofing – GRP – 10 Years.
- Windows – 10 Years.
- Electrical wiring and installation – 5 years of cover.
- Plumbing pipe works – 3 years.
- Drainage – 5 Years – Does not include blockages.
- Outside render – 3 years, must be maintained yearly.
- Kitchen units – Only covered by manufacturers guarantee.
- Sanitary ware - Only covered by manufacturers guarantee.
- Electrical appliances - Only covered by manufacturers guarantee.
- Electrical fittings - light fittings, plug sockets, light switches, extractors – 1 Year manufactures guarantee.
- Boilers - Only covered by manufacturers guarantee.
- Wooden flooring - Only covered by manufacturers guarantee.
- Internal Doors – 1 Year.
- Ironmongery – 1 Year.

What is not covered.

- New build properties or buildings.
- Standard refurbishment works.
- Intentional or accidental acts by you.
- Any amount that is recoverable by you under any guarantee, warranty, maintenance and rental hire or lease agreement.
- Consequential loss of any type.
- The first £200.00 of any claim that has to be paid by You before any claim will be processed.
- The swelling or shrinkage of any wooden doors.
- Any damage caused by 3rd parties.
- Any damage caused by adverse weather conditions.
- Any subsidence caused by heave or ground slip.
- Any items or materials not supplied by us that have failed in any way shape or form.
- Any items that are damaged through wear and tear.
- Settlement cracks in plaster finishes.
- Any electrical or mechanical items covered by a manufacturer guarantee.
- Any items covered by a manufacturer guarantee.



Categories Covered

Air Source Heat Pumps - Artificial Grass - Awnings - Bathrooms - Bedrooms - Biomass Boilers

Boilers - Car Ports - Central Heating Management Systems - Cladding - Conservatories

Double Glazed Doors - Double Glazed Windows - Extensions - Fascia's - Garage Conversions

Garage Doors - Garden Rooms - Ground Source Heat Pumps - Infrared - Kitchens

Loft Conversions - Loft Insulation - Orangeries - PV Management Systems - PV Solar

Roofing - Fibre Glass Roof - Steel Roofs - EDPM Roofs - Asphalt Roofs - Roofline

Soffits - Staircases - Sun blinds - Thermal Solar - UPVC Decking - Verandas - Wooden Outbuildings

CLAIMS PROCEDURE

To make a claim under the guarantee please contact us by telephone on 01708630087 or email at enquiries@woodtecq.co.uk

At the time of reporting a Defect please have the following information available:

- Inception date of cover.
- The nature of the Defect.
- How and when we can get access to assess the defect.



GENERAL CONDITIONS

- 1) We will make all reasonable attempts to provide the provision of service except where it is precluded by:
 - a) Adverse weather conditions.
 - b) Industrial disputes (official or not);
 - c) Failure of the public transport system (including the road network) and repair thereto.
 - d) Other circumstances preventing access to your location or otherwise making provision of cover impractical.
- 2) We shall be entitled to:
 - a) Decline cover if in our opinion the location or services have not been maintained in a safe or serviceable condition.
 - b) Decide on the most appropriate means of providing cover although we will take your wishes into account whenever possible.
- 3) You will be responsible for any charges if having requested assistance if a defect cannot be found with the Contract.
- 4) If you request any additional work to be undertaken you will be responsible for the additional costs.
- 5) We shall not be responsible for any inconvenience, loss or damage caused by delay in the supply of replacement materials or labour.
- 6) In the event that the materials are no longer available we will provide a replacement product based on the same or similar specification.
- 7) This guarantee is governed by and construed in accordance with the Law of England and Wales.
- 8) All benefits under this guarantee will be lost if a claim under this guarantee is made that is false or dishonest in any way.
- 9) In the event that there is another warranty in force covering the materials and/or work supplied under the Contract then we shall only pay our rateable proportion of any claim under this agreement.

Our aim is at all times to provide a first-class standard of service. However, if you feel that this has not been achieved regarding this Guarantee please contact:

WoodTecq Ltd
20 Gainsborough road
Rainham
Essex, RM13
7DP

Your legal rights are not affected by this guarantee.