



2BROZZ Limited - House Extension Guarantee Policy

At 2BROZZ Limited, we take pride in the quality of our house extensions, and we are pleased to offer a 10-year guarantee on structural building work. This guarantee is a testament to our commitment to delivering lasting and reliable construction services. Please read the following terms and conditions of our guarantee policy:

1. Warranty Coverage:

- 2BROZZ Limited provides a 10-year warranty on all structural building work undertaken as part of the house extension project.
- This warranty covers defects in workmanship and materials used in the construction process.

2. Repair Booking Fee:

- In the event that repairs covered by the guarantee are required, a fixed booking fee of £285 is applicable.
- This fee is charged to initiate the repair process and secure a booking for the necessary work.

3. Claims Process:

- To initiate a claim for repairs under the 10-year guarantee, the customer must:
 - Make the £285 repair booking fee payment.
 - Contact our customer service to schedule a thorough inspection and assessment.

4. Payment for Repairs:

- Upon inspection and validation of the claim, the customer will receive a detailed cost estimate for the required repairs.
- Full payment for the repair services must be made before the repair work commences.

5. Scope of Guarantee:

- The guarantee applies to the original homeowner and is non-transferable.
- It covers issues arising from normal use and conditions.

6. Exclusions:

- Damages resulting from neglect, misuse, or accidents are not covered.
- Normal wear and tear or cosmetic issues that do not affect the structural integrity are excluded.

7. Customer Responsibilities:

- Regular maintenance is essential to uphold the warranty. Failure to perform routine maintenance may void the guarantee.
- Notify us promptly of any issues to allow for timely resolution.

8. Limitations:

- This guarantee is limited to the work carried out by 2BROZZ Limited shared on 11 March 2022 and does not extend to third-party installations or modifications.

9. Review and Amendments:

- 2BROZZ Limited reserves the right to review and update this guarantee policy as needed.

Thank you for choosing 2BROZZ Limited for your house extension project. Our aim is to provide you with exceptional service and lasting results. For repair bookings or inquiries, please contact our customer service.