



Chew Valley Roofing

10-YEAR RESIDENTIAL WORKMANSHIP WARRANTY (CONSUMERS)

JUNE 2022

CHEW VALLEY ROOFING LTD

*Providing roofing services in the Chew Valley and surrounding area,
including Bristol, Bath, and North Somerset*

1 The Briars, Waterberry Drive, Waterlooville, Hampshire, PO7 7YH

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About Chew Valley Roofing

Chew Valley Roofing provides roofing services to Chew Valley and surrounding areas, including Bristol, Bath, and North Somerset.

Chew Valley Roofing is a trading style of Chew Valley Roofing Ltd (the “Company”), a company registered in England and Wales (No 10965624).

The Company’s registered office is at: 1 The Briars
Waterberry Drive
Waterlooville
Hampshire
PO7 7YH

The Company can be contacted by:

- by email to office@chewvalleyroofing.co.uk
- by online form at www.chewvalleyroofing.co.uk
- by calling 01275 772 460
- post to the registered office

In the event of an emergency, you can contact the Company by calling:

- during office hours, 01275 772 460
- outside of office hours, 07502 354 266

The Company is accredited with:



Summary

The Company is committed to providing an excellent standard of workmanship in each roofing project. To that end, we provide our consumer customers with a 10-year warranty on our residential workmanship.

This document contains the terms of the residential workmanship warranty, which should be read in conjunction with the Terms and Conditions of Business. Please read the terms of this warranty carefully. If you have any questions, please contact us.

This warranty applies where you are a “consumer” as defined by the Consumer Rights Act 2015.

10-Year Workmanship Warranty

1. Definitions

1.1 In this warranty, unless the context otherwise requires, the following expressions have the following meanings:

“BRCC”	means a Building Regulations Compliance Certificate issued by Us under the NFRC CPS;
“Consumer”	means a “consumer” as defined by the Consumer Rights Act 2015;
“NFRC CPS”	means the National Federation of Roofing Contractors Competent Person Scheme;
“Products”	means the materials and/or products required for the provision of the Roofing Services which We will supply (if any) as specified in the Estimate;
“Property”	means Your home, as detailed in the Order and on Estimate, at which the Job is to take place;
“Roofing Services”	means the roofing services We will provide at the Property as part of the Agreement between Us and You, as specified in an Estimate;
“Roofer”	means Us or Our employee, agent or subcontractor who will be responsible for providing the Roofing Services;
“Visit”	means any occasion, scheduled or otherwise, on which the Roofer visits the Property to provide the Roofing Services;
“We/Us/Our”	means the Company and includes all authorised employees, agents, and sub-contractors; and
“You/Your”	means a Consumer who has entered into an Agreement with Us for the provision of Roofing Services for their personal use and for purposes wholly or mainly outside the purposes of any business.

1.2 The terms of this warranty should be read in conjunction with the applicable Terms and Conditions of Business.

2. What is covered by the warranty

2.1 This warranty applies to the provision of Roofing Services carried out Us on residential Property.

- 2.2 This warranty covers defects in Our workmanship in providing Roofing Services subject to any limitations and exemptions set out within this document.
- 2.3 This warranty does not cover any post installation maintenance provided by Us or a third party.

3. Length of the warranty

- 3.1 This warranty lasts for ten (10) years from the date the Roofing Services are completed.
- 3.2 During the period of the warranty where Our workmanship has resulted in a defective installation then We will, at Our absolute discretion, either carry out any repairs or replacements necessary to allow proper functioning of the roofing systems supplied as part of the Roofing Services.

4. Insurance-backed warranty

- 4.1 Where the Roofing Services are such that We will issue a BRCC upon completion (which will be set out on the Estimate), We will also register Your entitlement under this warranty with an insurance-backed guarantee provider.
- 4.2 The insurance-backed guarantee provider will underwrite this warranty should We cease to trade during the term of the warranty.
- 4.3 You grant Us permission to disclose Your personal information to the insurance-backed guarantee provider required by them in order to register your warranty.

5. Relationship with manufacturer warranties

- 5.1 This warranty is a workmanship warranty only. It does not cover any Products supplied by Us as part of the Roofing Services. However, Products supplied as part of the Roofing Services will normally benefit from a manufacturer warranty.
- 5.2 If Products supplied as part of the Roofing Services are subject to subject to a separate product warranty and they cease to work then We will assist You by:
 - 5.2.1 helping You to claim under the Product warranty with manufacturer (such as providing You with an explanation of the defect or an Estimate for the replacement or repair; and
 - 5.2.2 replacing or repairing any component that is agreed to be replaced under such product warranty.
- 5.3 In such an instance We may make a reasonable charge for labour and access (eg. scaffolding) involved in such repairs or replacement.

6. Contacting Us and the cost of inspections

- 6.1 If You believe that there is a problem with Roofing Services supplied, then You should contact Us promptly.
- 6.2 We may ask You to carry out some basic checks before We carry out a visit.

- 6.3 If the problem cannot be identified or resolved We will visit. The visit will be carried out by Us within 14 days of the problem being reported to Us.
- 6.4 If We carry out a visit and discover the problem was subject to the terms of this warranty then there will be no charge for the visit.
- 6.5 However, if we carry out a visit and Our investigations show that there was no problem or that it is not subject to the terms of this warranty, then we reserve the right to charge You for the labour and access costs for carrying out the visit.
- 6.6 It is Your obligation to assist us by providing us with:
 - 6.6.1 suitable access to the Property; and
 - 6.6.2 such information as We need in order to pursue any warranties against the product manufacturers.

7. Circumstances where the warranty will become void

- 7.1 This warranty will become null and void and We will cease to have any liability in the event that:
 - 7.1.1 any person amends, adapts or interferes with the installed roofing systems supplied as part of the Roofing Services;
 - 7.1.2 if We believe that the defect has been caused deliberately or negligently by You, or as a result of Your failure to follow instructions given by the Us or the Roofer, or as included with any of the supplied Products;
 - 7.1.3 You do not notify us promptly of any problems identified with the Roofing Services supplied by Us to You; or
 - 7.1.4 the Property has been affected by one or more factors affecting the performance or durability of the roof, including (but not limited to) events such as:
 - 7.1.5 riots or other civil unrest;
 - 7.1.6 fire or explosion;
 - 7.1.7 flood, storms, earthquakes or other natural disasters;
 - 7.1.8 subsidence;
 - 7.1.9 acts of terrorism (actual),
 - 7.1.10 acts of war (declared, undeclared, actual or preparations for war).