



WARRANTY AND DEFECTS POLICY

Document Reference: DEX-QA-009
Document Title: Warranty and Defects Policy
Version: 1.0
Issue Date: 30 July 2026
Review Date: 30 July 2027
Document Owner: Managing Director
Approved By: Managing Director
Classification: Public

1. Purpose

Dexacon Ltd is committed to delivering high-quality workmanship and providing professional aftercare to our clients.

This Warranty and Defects Policy explains the warranties provided by Dexacon Ltd, the procedure for reporting defects and how defects will be assessed and, where appropriate, rectified.

This policy should be read alongside our Terms and Conditions of Business and any project-specific contract documents.

2. Our Commitment

Dexacon Ltd is committed to:

- **Delivering workmanship to a high professional standard.**
 - **Using quality materials that are fit for purpose.**
 - **Responding promptly to genuine defects.**
 - **Resolving issues fairly and professionally.**
 - **Maintaining open communication throughout the defects process.**
 - **Providing clear guidance on warranty coverage and exclusions.**
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3. Workmanship Warranty

Unless otherwise agreed in writing, Dexacon Ltd provides a 12-month workmanship warranty from the date of Practical Completion.

The workmanship warranty covers defects arising directly from faulty workmanship carried out by Dexacon Ltd.

Where a covered defect is confirmed, Dexacon Ltd will, at its discretion, repair, replace or rectify the defective work within a reasonable period.

4. Manufacturer Warranties

Materials, fixtures, fittings and equipment supplied by Dexacon Ltd may also benefit from manufacturer warranties.

These warranties remain subject to the manufacturer's own terms and conditions.

Where appropriate, warranty documents, user manuals and maintenance instructions will be provided to the client upon completion of the project.

5. What Is Covered

Subject to this policy, the workmanship warranty may cover:

- **Defects caused by poor workmanship.**
 - **Incorrect installation.**
- **Failure to complete work in accordance with the agreed specification.**
- **Minor defects identified after Practical Completion that are attributable to Dexacon Ltd.**

6. What Is Not Covered

The warranty does not normally cover:

- **Fair wear and tear.**
- **Damage caused by misuse, neglect or abuse.**
 - **Accidental damage.**
 - **Damage caused by third parties.**
- **Alterations carried out by others after completion.**
 - **Lack of maintenance by the client.**
- **Structural movement or settlement beyond our control.**
- **Weather-related damage, flooding or other natural events.**
- **Defects arising from products supplied by the client.**

- Existing defects or conditions identified before the works commenced.
 - Cosmetic changes resulting from normal use, ageing or exposure to sunlight.
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7. Client Responsibilities

To maintain warranty protection, clients are expected to:

- Use the completed works in a normal and reasonable manner.
 - Follow any maintenance or operating instructions provided.
 - Carry out routine maintenance where appropriate.
 - Notify Dexacon Ltd promptly upon discovering a potential defect.
 - Allow Dexacon Ltd reasonable access to inspect and rectify any covered defect.
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8. Reporting a Defect

Defects should be reported as soon as reasonably practicable and should include:

- Client name and contact details.
 - Property address.
- Project reference or quotation number (where available).
 - Description of the defect.
 - Date the defect was identified.
- Supporting photographs where possible.

Reports may be submitted by email or in writing.

9. Inspection Procedure

Upon receiving a defect notification, Dexacon Ltd will:

- Acknowledge the report.
- Review the available information.
- Arrange an inspection where necessary.
- Determine whether the issue is covered by this policy.
 - Confirm the proposed course of action.

Where immediate attendance is required to prevent further damage or address a safety concern, we will endeavour to respond as soon as reasonably practicable.

10. Rectification

Where a defect is accepted as being covered by this policy, Dexacon Ltd will arrange for appropriate remedial works within a reasonable timeframe, taking into account:

- **The nature of the defect.**
- **Availability of materials.**
- **Availability of labour.**
 - **Site access.**
- **Weather conditions where relevant.**

Our obligation is to rectify the defect; it is not necessarily to replace the entire installation where a repair provides an appropriate remedy.

11. Emergency Repairs by Others

If a genuine emergency requires immediate action to protect people or prevent significant damage, the client should take reasonable steps to minimise further loss.

Where practicable, Dexacon Ltd should be contacted before instructing another contractor.

If another contractor is instructed without giving Dexacon Ltd a reasonable opportunity to inspect or rectify the issue (except in a genuine emergency), the workmanship warranty may not apply to the affected work.

12. Exclusions from Liability

Nothing in this policy excludes or limits liability where it cannot lawfully be excluded under the laws of England and Wales.

This policy does not affect any statutory rights available to consumers.

13. Continuous Improvement

All reported defects are reviewed to identify trends and opportunities for improvement in our workmanship, procedures and quality management systems.

Lessons learned are used to improve future projects and maintain the high standards expected of Dexacon Ltd.

14. Contact

Warranty claims and defect notifications should be directed to:

**Managing Director
Dexacon Ltd**

Email: [Insert company email]

Telephone: [Insert company telephone number]

Website: www.dexacon.co.uk

15. Policy Review

This policy will be reviewed annually or sooner if there are significant changes to legislation, company procedures or industry best practice.

Dexacon Ltd is committed to standing behind the quality of its workmanship and to resolving genuine defects fairly, professionally and in a timely manner. Our aim is to build lasting relationships with our clients through trust, accountability and excellent aftercare.