



WARRANTY & GUARANTEE POLICY

UNITED BUILDING GROUP WA (UBG)

Building tomorrow together.

Warranty & Guarantee Policy

1. Introduction

United Building Group WA (UBG) is committed to delivering high-quality property improvement and trade services. UBG is not a registered builder and does not undertake work that requires registration under building legislation, including regulated structural works. This Warranty/Guarantee Policy sets out the terms of warranties provided for eligible services and materials, and the limitations of any related inspections or advice provided.

2. Scope of Warranty/Guarantee

UBG provides the following warranties for non-structural work:

- **Workmanship Warranty:** 6 months from project completion. Covers workmanship defects under normal conditions.
- **Material Warranty:** As per manufacturer warranty terms, from the date of installation.
- **Manufacturer's Warranty:** Applies to appliances, fixtures, and supplied products. UBG can assist in making manufacturer warranty claims.

UBG does not offer warranties for structural elements or undertake structural building works.

3. Fault Notification and Warranty Periods

Clients must report defects or faults in writing **during the applicable warranty period**. UBG is not liable for any issues not reported within the timeframe. Late notification may void warranty coverage.

4. Coverage of Warranty

This warranty applies to:

- Defects in workmanship contrary to project specifications
 - Material defects not caused by wear, misuse, or third-party damage
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5. Exclusions from Warranty

UBG's warranty does **not** cover:

- Normal wear and tear
 - Improper use or maintenance
 - Damage by third parties or unauthorised alterations
 - Weather events or unforeseen damage (force majeure)
 - Cosmetic imperfections not affecting functionality
 - Any structural or regulated works requiring licensed builder involvement
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6. Advice Disclaimer

UBG may provide informal guidance or suggestions during consultations, site visits, or works. This advice is **general in nature** and does **not constitute professional or legally binding direction**. **UBG is not responsible for any loss, damage, or decision resulting from a client acting—or failing to act—on advice provided.**

7. Pre-Purchase Inspections Disclaimer

Pre-purchase inspections for clients as conducted at the clients request, however:

- These inspections are **visual and non-invasive**
- They do **not constitute a structural, compliance, or legal building report**
- Findings are **limited to visible and accessible areas only**

UBG does **not accept liability** for hidden, undetected, or future issues arising after the inspection. Clients are encouraged to seek independent, licensed professionals in their relevant fields for inspections for formal property assessment.

8. Warranty/Guarantee Claims Process

To lodge a claim:

1. Notify UBG in writing **within the warranty period**
2. Describe the defect and provide evidence (photos or video)
3. Permit access to the site for inspection and remediation

UBG will assess the issue and, if within warranty scope, apply an appropriate remedy.

9. Warranty Remedies

Subject to the claim being valid, UBG may offer:

- **Repair** of the issue at no cost
- **Replacement** of faulty components
- **Refund** (partial or full) if repair or replacement isn't feasible

10. Dispute Resolution

Disputes regarding claims may be escalated to an independent third-party for neutral review and resolution.

11. Transferability

Warranties apply only to the **original client** unless expressly agreed in writing. Manufacturer warranties may be transferable subject to their terms.

12. Ongoing Maintenance

Clients are responsible for maintaining their property post-completion. UBG may offer maintenance services upon request and at an additional cost.

13. Governing Law

This policy is governed by the laws of **Western Australia** and **Australia**, and all claims or disputes will be managed accordingly.

14. Amendments

UBG reserves the right to amend this policy at any time. An updated copy may be requested, and all changes are effective upon publication.

Contact Us

United Building Group WA

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