

# **FASTFIX Building Services Limited Warranty**

## **1. Warranty Coverage**

FASTFIX Building Services ("FASTFIX") provides a limited warranty covering all labor and materials directly supplied by FASTFIX. This warranty ensures that any defects in workmanship or materials that may arise under normal conditions of use and maintenance will be addressed by FASTFIX. The warranty coverage begins from the date of project completion and serves to guarantee that all work meets industry standards for quality, durability, and safety. FASTFIX is committed to high standards of craftsmanship, and this warranty reflects our dedication to the reliability and integrity of our services.

## **2. Warranty Scope**

This warranty applies solely to defects in workmanship or materials provided directly by FASTFIX. It excludes any customer-supplied materials or third-party products that were not directly handled or installed by FASTFIX. Any issues arising from these components are the responsibility of the customer.

Furthermore, this warranty does not cover pre-existing conditions that FASTFIX was not made aware of before beginning work. By defining the scope of this warranty, FASTFIX aims to establish a clear understanding of what is covered and what is excluded, ensuring transparency and clarity for all customers.

## **3. Exclusions and Limitations**

**Third-Party Products and Customer-Supplied Materials:** The warranty does not extend to materials or products provided by the customer or by third parties. If any defects or issues arise from these materials, fixtures, or appliances, FASTFIX is not liable for repairs or replacements.

- **Existing Defects and Conditions:** FASTFIX cannot be held responsible for underlying issues, hidden faults, or pre-

existing damage in the property, such as hidden plumbing or electrical faults, that were not visible or known at the time of the project's commencement. This includes any conditions discovered during the work process that fall outside the scope of the project and may require additional, separate charges to rectify.

- **Misuse or Modifications:** The warranty is void if the completed work has been modified, misused, or altered without the written consent of FASTFIX. Repairs, alterations, or adjustments made by third parties after project completion also void this warranty, as FASTFIX cannot guarantee the integrity of work that has been changed by others.

#### **4. Warranty Claims Process**

To initiate a warranty claim, customers must contact FASTFIX within 14 days of noticing any issues covered by this warranty. FASTFIX will arrange an inspection to determine the validity of the claim. If the claim is valid and the issue falls within the warranty scope, FASTFIX will perform repairs or replace defective work at no additional charge to the customer. This process allows FASTFIX to handle claims efficiently, ensuring timely resolution of any covered issues. FASTFIX is committed to responsive customer service and will work to address all valid claims as quickly as possible.

#### **5. Limitation of Liability**

FASTFIX's total liability under this warranty is limited to the original contract price for the specific work provided. This means that FASTFIX's responsibility is solely related to the direct work performed and materials supplied. Under no circumstances will FASTFIX be liable for incidental, consequential, or secondary damages that may arise, including but not limited to:

- **Property Damage:** FASTFIX is not responsible for damage to customer property outside the scope of the initial work agreement.

- **Loss of Use:** Any costs or inconvenience resulting from the customer's inability to use the affected area or services due to warranty repairs or issues are not covered.
  - **Delay Costs:** FASTFIX will not be held accountable for any costs incurred by the customer due to project delays, especially if these delays result from unforeseen conditions, third-party interference, or factors beyond FASTFIX's control.
- This limitation ensures that FASTFIX's responsibility remains focused on the direct services provided, maintaining clarity on the extent of FASTFIX's liability.

## **6. Governing Law**

This warranty is governed by and construed in accordance with the laws of England and Wales. Any disputes arising under this warranty will be subject to the jurisdiction of the English courts. This clause establishes the legal framework that oversees the warranty terms, ensuring that any conflicts are resolved within the jurisdiction of England and Wales, providing customers and FASTFIX with a clear legal foundation.

## **7. Call-Out Policy**

FASTFIX is committed to providing prompt support for any issues, whether warranty-related or otherwise. Our call-out policy ensures that customers can access assistance when needed, while outlining the fees for this service:

- **Initial Call-Out Fee:** A standard call-out fee of £60 applies to any visit scheduled to address reported issues, regardless of whether the issue is covered by the warranty. This fee covers the time and travel costs associated with sending a technician to the customer's location.
- **Hourly Rate for Labour:** If the issue requires more than a standard inspection and is not covered by the warranty, additional labor costs will apply:
  - **Standard Hours (8:00 am - 4:00 pm):** £60 per hour after the

initial call-out fee. During these hours, FASTFIX technicians are available at a competitive rate to ensure efficient resolution of any non-warranty issues.

- After-Hours (4:00 pm - 8:00 am): £120 per hour after the initial call-out fee. This higher rate reflects the increased costs associated with providing after-hours support and ensures FASTFIX can deliver reliable assistance outside of regular working hours.

FASTFIX aims to maintain transparency regarding call-out costs. If the issue is determined to be covered by the warranty, the initial call-out fee will be waived, and any repairs required will be handled at no charge. However, if the issue falls outside the warranty scope, the customer will be responsible for all applicable fees. The call-out policy also enables FASTFIX to efficiently manage its resources, allowing customers to make informed decisions when requesting assistance for issues not directly related to FASTFIX's work.

## **8. Extended Warranty Option**

FASTFIX offers extended warranty options to provide customers with additional peace of mind. Extended warranties are available based on the size and scope of the project and can be purchased at the following rates:

- Large Jobs (e.g., bathroom installations costing £7,000):
  - 1-Year Extended Warranty: £50
  - 3-Year Extended Warranty: £100
- Small Jobs: Extended warranty options are available for as little as £10, depending on the nature of the project and customer requirements.

Customers interested in an extended warranty should discuss this option with FASTFIX prior to project completion. Extended warranties offer ongoing coverage for workmanship, providing additional protection against potential issues and reinforcing FASTFIX's commitment to quality and customer satisfaction.