DEAN McCATHIE

PAINTERS & DECORATORS LTD

COMPANY WARRANTY & GUARANTEE POLICY

12-MONTH LIMITED WORKMANSHIP WARRANTY

Comprehensive conditions, customer obligations, environmental restrictions, specialist Ames taping, plastering, wallpapering and lining paper provisions.

Company registration SC608519 | 189 Causewayside, Edinburgh, EH9 1PN

A voluntary limited warranty additional to mandatory statutory rights. This document does not guarantee historic substrates, third-party work or the entire building.

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SECTION 01 — INTERPRETATION AND DEFINITIONS

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to interpretation and definitions. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting interpretation and definitions, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with interpretation and definitions is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 02 — NATURE OF THE VOLUNTARY GUARANTEE

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to nature of the voluntary guarantee. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting nature of the voluntary guarantee, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with nature of the voluntary guarantee is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 03 — WARRANTY CLASSIFICATION AND WRITTEN ELIGIBILITY

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to warranty classification and written eligibility. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting warranty classification and written eligibility, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with warranty classification and written eligibility is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be

excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 04 — COMPLETE COMPANY-CONTROLLED COATING SYSTEM

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to complete company-controlled coating system. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting complete company-controlled coating system, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with complete company-controlled coating system is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be

excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 05 — SUPPLY OF MATERIALS AND CHAIN OF CUSTODY

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to supply of materials and chain of custody. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting supply of materials and chain of custody, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with supply of materials and chain of custody is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be

excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 06 — MANUFACTURER TECHNICAL INSTRUCTIONS

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to manufacturer technical instructions. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting manufacturer technical instructions, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with manufacturer technical instructions is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 07 — PRE-EXISTING PAINT AND DECORATED WALLS

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to pre-existing paint and decorated walls. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting pre-existing paint and decorated walls, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with pre-existing paint and decorated walls is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 08 — HISTORIC WALLPAPER AND LINING PAPER

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to historic wallpaper and lining paper. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting historic wallpaper and lining paper, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with historic wallpaper and lining paper is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 09 — NEW WALLPAPER AND SPECIALIST WALL COVERINGS

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to new wallpaper and specialist wall coverings. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting new wallpaper and specialist wall coverings, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with new wallpaper and specialist wall coverings is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be

excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 10 — PLASTER, SKIM AND BONDING SUBSTRATES

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to plaster, skim and bonding substrates. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting plaster, skim and bonding substrates, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with plaster, skim and bonding substrates is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 11 — PLASTERBOARD AND AMES TAPING

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to plasterboard and ames taping. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting plasterboard and ames taping, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with plasterboard and ames taping is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 12 — STRUCTURAL CRACKS AND BUILDING MOVEMENT

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to structural cracks and building movement. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting structural cracks and building movement, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with structural cracks and building movement is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be

excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 13 — RISING DAMP AND PENETRATING DAMP

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to rising damp and penetrating damp. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting rising damp and penetrating damp, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with rising damp and penetrating damp is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 14 — LEAKS, FLOODING AND WATER INGRESS

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to leaks, flooding and water ingress. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting leaks, flooding and water ingress, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with leaks, flooding and water ingress is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 15 — CONDENSATION AND EXCESSIVE HUMIDITY

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to condensation and excessive humidity. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting condensation and excessive humidity, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with condensation and excessive humidity is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 16 — MOULD, MILDEW, ALGAE AND FUNGI

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to mould, mildew, algae and fungi. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting mould, mildew, algae and fungi, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with mould, mildew, algae and fungi is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 17 — SUB-ZERO TEMPERATURES AND FROST

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to sub-zero temperatures and frost. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting sub-zero temperatures and frost, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with sub-zero temperatures and frost is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 18 — EXTREME HEAT AND RAPID THERMAL CHANGE

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to extreme heat and rapid thermal change. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting extreme heat and rapid thermal change, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with extreme heat and rapid thermal change is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 19 — RAIN, STORMS, WIND AND SEVERE WEATHER

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to rain, storms, wind and severe weather. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting rain, storms, wind and severe weather, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with rain, storms, wind and severe weather is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 20 — DEW POINT AND SURFACE CONDENSATION

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to dew point and surface condensation. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting dew point and surface condensation, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with dew point and surface condensation is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 21 — DRYING, CURING AND PREMATURE OCCUPATION

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to drying, curing and premature occupation. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting drying, curing and premature occupation, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with drying, curing and premature occupation is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be

excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 22 — HEATING AND VENTILATION MAINTENANCE

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to heating and ventilation maintenance. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting heating and ventilation maintenance, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with heating and ventilation maintenance is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 23 — ROOFS, GUTTERS AND DRAINAGE MAINTENANCE

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to roofs, gutters and drainage maintenance. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting roofs, gutters and drainage maintenance, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with roofs, gutters and drainage maintenance is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be

excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 24 — WINDOWS, DOORS AND EXTERNAL SEALS

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to windows, doors and external seals. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting windows, doors and external seals, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with windows, doors and external seals is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 25 — TIMBER MOVEMENT, ROT AND RESIN

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to timber movement, rot and resin. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting timber movement, rot and resin, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with timber movement, rot and resin is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 26 — EXTERNAL MASONRY AND RENDER

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to external masonry and render. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting external masonry and render, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with external masonry and render is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 27 — LIME, HERITAGE AND BREATHABLE SYSTEMS

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to lime, heritage and breathable systems. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting lime, heritage and breathable systems, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with lime, heritage and breathable systems is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 28 — METALWORK AND CORROSION

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to metalwork and corrosion. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting metalwork and corrosion, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with metalwork and corrosion is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 29 — INDUSTRIAL, MARINE AND EPOXY SYSTEMS

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to industrial, marine and epoxy systems. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting industrial, marine and epoxy systems, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with industrial, marine and epoxy systems is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 30 — INTUMESCENT AND FIRE-PROTECTION COATINGS

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to intumescent and fire-protection coatings. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting intumescent and fire-protection coatings, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with intumescent and fire-protection coatings is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be

excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 31 — EXTERIOR DECORATION AND WEATHERING

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to exterior decoration and weathering. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting exterior decoration and weathering, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with exterior decoration and weathering is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 32 — COLOUR, SHEEN AND VISUAL TOLERANCES

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to colour, sheen and visual tolerances. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting colour, sheen and visual tolerances, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with colour, sheen and visual tolerances is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 33 — NORMAL WEAR, IMPACT AND ABRASION

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to normal wear, impact and abrasion. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting normal wear, impact and abrasion, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with normal wear, impact and abrasion is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 34 — CLEANING, CHEMICALS AND CARE INSTRUCTIONS

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to cleaning, chemicals and care instructions. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting cleaning, chemicals and care instructions, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with cleaning, chemicals and care instructions is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be

excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 35 — THIRD-PARTY TOUCH-UPS AND REPAINTING

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to third-party touch-ups and repainting. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting third-party touch-ups and repainting, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with third-party touch-ups and repainting is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 36 — OTHER TRADES AND CONSTRUCTION INTERFERENCE

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to other trades and construction interference. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting other trades and construction interference, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with other trades and construction interference is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be

excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 37 — UNHEATED, VACANT AND UNFINISHED PREMISES

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to unheated, vacant and unfinished premises. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting unheated, vacant and unfinished premises, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with unheated, vacant and unfinished premises is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be

excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 38 — LOCALISED PATCHING AND REMEDIAL REPAIRS

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to localised patching and remedial repairs. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting localised patching and remedial repairs, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with localised patching and remedial repairs is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 39 — INSURANCE REINSTATEMENT AND DISASTER REPAIRS

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to insurance reinstatement and disaster repairs. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting insurance reinstatement and disaster repairs, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with insurance reinstatement and disaster repairs is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be

excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 40 — CUSTOMER DISCLOSURE AND COOPERATION

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to customer disclosure and cooperation. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting customer disclosure and cooperation, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with customer disclosure and cooperation is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 41 — ACCESS, PROTECTION AND SITE READINESS

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to access, protection and site readiness. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting access, protection and site readiness, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with access, protection and site readiness is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 42 — MAINTENANCE SCHEDULE AND PERIODIC INSPECTION

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to maintenance schedule and periodic inspection. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting maintenance schedule and periodic inspection, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with maintenance schedule and periodic inspection is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be

excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 43 — NOTIFICATION AND PRESERVATION OF EVIDENCE

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to notification and preservation of evidence. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting notification and preservation of evidence, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with notification and preservation of evidence is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be

excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 44 — INVESTIGATION AND EXPERT EVIDENCE

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to investigation and expert evidence. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting investigation and expert evidence, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with investigation and expert evidence is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 45 — CLAIM ASSESSMENT AND WRITTEN DECISION

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to claim assessment and written decision. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting claim assessment and written decision, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with claim assessment and written decision is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 46 — LIMITED VOLUNTARY REMEDIES

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to limited voluntary remedies. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting limited voluntary remedies, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with limited voluntary remedies is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 47 — COMMERCIAL LOSS AND CONTRACTUAL LIMITS

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to commercial loss and contractual limits. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting commercial loss and contractual limits, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with commercial loss and contractual limits is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 48 — RESIDENTIAL CONSUMER PROTECTIONS

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to residential consumer protections. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting residential consumer protections, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with residential consumer protections is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 49 — COMMENCEMENT, TRANSFER AND CONTRACT PRECEDENCE

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to commencement, transfer and contract precedence. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting commencement, transfer and contract precedence, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with commencement, transfer and contract precedence is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be

excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 50 — DISPUTES, SEVERABILITY AND GOVERNING LAW

1. Scope, specification and qualifying works

The Company distinguishes its own qualifying workmanship from pre-existing and third-party conditions in relation to disputes, severability and governing law. Eligibility requires a clearly defined scope, appropriate preparation, suitable substrate and the approved manufacturer-compatible system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must disclose known concerns affecting disputes, severability and governing law, provide safe access and any agreed environmental controls, and arrange maintenance of components outside the Company's contracted works.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Loss, damage or failure associated with disputes, severability and governing law is excluded where caused or materially aggravated by existing defects, moisture, movement, improper maintenance, unauthorised third-party intervention or exposure beyond the written specification.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 51 — AMES TAPING: PRECONDITIONS AND RESPONSIBILITY OF PRECEDING TRADES

1. Scope, specification and qualifying works

Plasterboard must be installed, fixed, aligned and presented by competent preceding trades in accordance with the applicable board and jointing system.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The principal contractor must confirm board readiness, correct board type, fixing layout, support, joint arrangement and absence of active movement.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

We do not warrant failure attributable to loose boards, unsupported edges, defective framing, movement, moisture or non-compliant installation by others.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 52 — AMES TAPING: BOARD TYPES AND SYSTEM COMPATIBILITY

1. Scope, specification and qualifying works

Tapered-edge, square-edge, fire-rated, acoustic, moisture-resistant and specialist boards have distinct jointing requirements.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must identify the board manufacturer, type, thickness, edge profile, performance requirements and approved jointing system.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

We exclude incompatibility, differential movement and performance failure resulting from unspecified or unsuitable board systems.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 53 — AMES TAPING: BOARD GAPS AND EDGE PRESENTATION

1. Scope, specification and qualifying works

Board joint gaps, edge conditions and staggered layouts must meet the relevant manufacturer's current instructions and project design.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The joiner or board installer must leave suitable joint gaps and edges; do not force butt joints, leave excessive gaps or present damaged board faces.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Defects caused by inadequate or excessive gaps, broken paper faces, misaligned edges or poorly arranged joints are excluded.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 54 — AMES TAPING: FIXING AND FRAMING ADEQUACY

1. Scope, specification and qualifying works

Board screws, centres, head depth, noggins, supports, movement joints and framing stiffness are essential substrate matters.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The principal contractor must arrange inspection and correction of proud or overdriven screws, unsupported joints and moving boards before finishing.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Screw popping, joint cracking and tape failure caused by defective boarding or movement outside our scope are excluded.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 55 — AMES TAPING: FIRE AND ACOUSTIC ASSEMBLIES

1. Scope, specification and qualifying works

Jointing within tested fire and acoustic assemblies must conform to the approved design and component schedule.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The designer or principal contractor must supply the system specification, required tapes, compounds, sealants and inspection requirements.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

No fire or acoustic rating is warranted solely by ordinary Ames finishing; deviations from tested assemblies are excluded.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 56 — AMES TAPING: BEADS, CORNERS AND MOVEMENT JOINTS

1. Scope, specification and qualifying works

Corner beads, stop beads, control joints, expansion joints and junction details require suitable design and compatible components.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The preceding trade must provide straight, secure and properly supported corners and necessary movement-joint provisions.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Cracks, distortion or bead failure due to missing movement joints, unstable framing or third-party impact are excluded.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 57 — AMES TAPING: DRYING, SANDING AND INSPECTION

1. Scope, specification and qualifying works

Joint compounds require controlled temperature, humidity, drying intervals and appropriate finishing sequence.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The site controller must prevent wet trades, cold conditions, contamination and premature painting or occupation during curing.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Shrinking, softening, staining or adhesion failures caused by unsuitable subsequent site conditions are excluded.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 58 — PLASTERING: BACKGROUND SUCTION AND PREPARATION

1. Scope, specification and qualifying works

Plaster adhesion depends on background condition, suction, contamination, bond, primer and system compatibility.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must allow testing and any expressly quoted bonding, stabilising, stripping or preparatory treatments.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Failure of old plaster, painted backgrounds, contaminated surfaces or inadequate previous bonding outside our scope is excluded.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 59 — PLASTERING: CURING, SHRINKAGE AND CRACKING

1. Scope, specification and qualifying works

Plaster, bonding coats, skims and repairs can shrink or crack as substrates dry, move or experience thermal stress.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must maintain suitable ventilation, curing temperatures and protection against premature forced drying.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Movement cracks, historic plaster delamination, salts, leaks and damage from forced drying are excluded where not caused by our work.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 60 — PLASTERING: CEILINGS, OVERBOARDING AND LOAD-BEARING SUPPORT

1. Scope, specification and qualifying works

Ceiling finishes rely on adequate mechanical support, appropriate boards, sound laths or backing and safe load paths.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The owner or principal contractor must verify structural adequacy and arrange specialist remedial works where required.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Collapse or failure of unsound historic ceilings, laths, fixings or framing outside our contracted scope is not warranted.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 61 — WALLPAPERING: SUBSTRATE ACCEPTANCE AND SIZING

1. Scope, specification and qualifying works

Wallpaper requires sound, dry, smooth, properly sealed surfaces with compatible primer, size and adhesive.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must permit full specified preparation and disclose previous wallpaper failures, contamination and moisture.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Bubbles, lifting or seam failure caused by old paste, defective historic plaster, hidden damp or inadequate earlier preparation are excluded.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 62 — WALLPAPERING: ADHESIVE AND MANUFACTURER SYSTEM

1. Scope, specification and qualifying works

Different wall coverings require specific paste, primer, booking times, hanging techniques and environmental conditions.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must permit use of the complete approved system and provide product batch and manufacturer information where applicable.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Customer-specified substitutions, incompatible paste and product defects outside our workmanship are excluded.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 63 — WALLPAPERING: SEAM, SHRINKAGE AND PATTERN TOLERANCES

1. Scope, specification and qualifying works

Wallpaper seam visibility, textile movement, pattern repeat, natural fibres and shading vary by material.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must approve product samples, batch consistency and any manufacturer-defined tolerances before hanging.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Natural material variation, print defects, shading and changes caused by humidity or light are not guaranteed.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 64 — LINING PAPER: CROSS-LINING AND HISTORIC BACKGROUNDS

1. Scope, specification and qualifying works

Lining paper does not structurally reinforce unsound walls, stop active cracking or remedy historic coating failure.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must approve the lining grade, orientation, substrate preparation and any removal of existing coverings.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Lining separation due to old coatings, cracks, damp or incompatible historic adhesives is excluded.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 65 — WALLPAPERING: MOISTURE, CLEANING AND ROOM USE

1. Scope, specification and qualifying works

Wallpaper and lining are sensitive to steam, condensation, splashes, aggressive cleaning and fluctuating humidity.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must maintain ventilation, heating, avoid steam exposure and follow the covering manufacturer's cleaning instructions.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Staining, lifting, seam movement, mould or abrasion caused by use or environment outside the specification are excluded.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 66 — WALLPAPERING: REMOVAL, LOCAL REPAIRS AND MATCHING

1. Scope, specification and qualifying works

Removal and patching may reveal latent substrate damage and matching depends on dye lot, ageing and stock availability.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must approve the limited repair scope and accept that adjacent aged coverings may not match exactly.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Unrelated old wallpaper failure, manufacturer discontinuation and visual differences beyond reasonable control are excluded.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.

SECTION 67 — HANDOVER, RECORDS AND CUSTOMER MAINTENANCE SCHEDULE

1. Scope, specification and qualifying works

The Company may issue an area-specific completion record, material schedule, care guidance and exclusions schedule.

The voluntary warranty applies only to a proven failure in the Company's own qualifying workmanship. It does not extend automatically to the performance of the existing building, preceding trades, underlying layers or components not expressly included in the accepted quotation. Any product or assembly-specific requirements must be established from the applicable manufacturer's technical literature and agreed project documents.

2. Conditions precedent and customer responsibilities

The customer must retain documents, perform reasonable checks and promptly report leaks, damage, condensation and other deterioration.

Where the customer or principal contractor controls access, weather protection, heating, ventilation, construction sequencing or other trades, those arrangements must support the specified work and its drying and curing requirements. The customer must notify the Company promptly of any change, damage, water ingress or material defect that may affect performance. Reasonable ongoing inspection and maintenance are required.

3. Specific exclusions and limits

Failure materially caused by ignored written maintenance advice is excluded, without affecting rights for defective workmanship.

No voluntary cover is provided for latent historic defects, incompatible existing materials, unsuitable background construction, accidental impact, ordinary wear, abnormal environmental exposure, leaks, condensation, structural movement, misuse or work altered by others where such circumstances cause or materially contribute to the claimed failure. An exclusion affecting one area does not automatically remove cover from unrelated qualifying areas.

4. Investigation, evidence and reporting

A customer reporting a suspected defect should identify the affected location, relevant contract, completion record, photographs, date first observed and any intervening repairs or environmental events. The Company must be given a reasonable opportunity to inspect, obtain relevant measurements and consider competent independent technical evidence. Investigation or goodwill assistance is not by itself an admission of liability.

5. Remedies, contract precedence and statutory safeguards

Where a defect is established under this voluntary warranty, the preferred remedy is proportionate local rectification of the qualifying work, subject to technical suitability and applicable law. No automatic entitlement to wholesale replacement of unaffected work, unrelated improvements or exact matching of aged materials arises under the voluntary warranty. Express project-specific promises take precedence where applicable.

Nothing in this section excludes the duty to perform services with reasonable care and skill, consumer statutory remedies, liability for fraud, death or personal injury caused by negligence, or other liability that cannot lawfully be excluded. Exclusions are applied by reference to causation and evidence, not as automatic blanket forfeitures.