

1. Our Guarantee to do the job right first time

We guarantee that the work carried out by us on your home or premises has been carried out

- to the specifications and standards set out in your Building Consent (if applicable) and the Scope of Works provided by us
- in accordance with good trade practice
- in accordance with manufacturers' or suppliers' instructions for the installation or use of any product or material in your home

FIX IT
renovations

2. Our 5-Year Guarantee of Workmanship

We guarantee our workmanship for 5 years. In the unlikely event that any of our workmanship does not meet the standards above, we will put it right promptly and at no cost to you.

3. Our Guarantee on Materials

We guarantee to use only materials and products where we are required to supply them on your project that meet Fix It's quality and durability standards and which give you the protection of a manufacturer's guarantee.

4. Our Guarantee of the Right Person for the Job

We guarantee to use the right person for the job. That means if your project requires a tradesperson, we will always use a qualified tradesperson, not a handyman or unqualified person. And for your protection, all our people are security-screened.

5. Our Guarantee of Service Standards

We guarantee to provide you with high standards of service. Our people will

- turn up when they say they will, or let you know if they are delayed
- be well presented in a Fix It uniform
- listen to you
- treat your home or premises with respect
- leave the work site in a better condition than they found it



6. Our Guarantee of Public Liability Insurance Protection

We guarantee that we carry appropriate Public Liability Insurance for your protection in the unlikely event that any damage or injuries are caused by us.

7. Our Guarantee of Health and Safety Compliance

We guarantee to protect the safety of everyone on and around the project site by implementing a health and safety site programme which complies with relevant OSH legislation.

8. Our Guarantee of Fixed Price

We guarantee that there will be no surprises when it comes to paying your bill. If we've given you a quote, the price we've quoted will be the price you pay, unless you have specifically asked for some changes or extras during the project - see our Conditions of Service and Sale for details.

9. Our Guarantee of Completion Date

We guarantee to complete your project in the time we say we will, unless changes or extras have been agreed along the way, or issues which are genuinely beyond our control delay the completion date, in which case we will give you reasonable notice.

10. Our Guarantee to Put It Right

We guarantee to that if there is fault in the workmanship in the next five years, we will put right for you.

**Why settle for less than the security of our exclusive written
Fix It Peace of Mind Guarantee?**

It's TEN Guarantees in one.

See next page for Exclusions....

Exclusions to our Guarantees



Our 10-Point Guarantee covers all aspects of our work that we can be reasonably expected to control. But there are some things that are beyond our control and these cannot be covered by our Guarantee. So please note the following exclusions:

1. Any damage or defect beyond our reasonable control, including damage or defects arising from:

- an act of God such as earthquake, flood, lightning or eruption
- any other natural occurrence such as fire, wind, land, subsidence or slip
- shrinkage, contraction or expansion of materials used in the home
- condensation
- normal wear and tear
- improper maintenance of the home
- defects in hot water cylinders, valves, stove and any other appliances or machinery used in the home over and above any warranty or guarantee provided by the manufacturer or supplier of the product
- any consequential loss over and above the cost to repair or remedy the defective work or material

2. Any damage or defect to, or in any material or service which did not form part of the scope of works described in the contract between you and your Fix It Building Services Franchise Owner.

3. Claims by any person other than the original customer

Important Notes

The Fix It 10-Point Guarantee is provided by the Fix It Franchise Owner whom you have contracted to do the work or job. All Fix It Franchise Owners are independent franchise business proprietors and no obligation or liability under the Guarantee is accepted by Nuovo Group Limited, the franchisor of Fix It Building Services.

It is the responsibility of your Fix It Franchise Owner to decide how any remedial work required under this Guarantee will be performed. Reasonable access to the site during working hours must be provided by you for this remedial work.

This Guarantee is for	(Customer name)
in respect of the Work as described in Quote/Contract No.	
at	(Site address)
by	(Fix It Franchise Owner Company name)
an independent franchised business of Fix It Building Services with effect from the completion date of the Work on	