

warranty

Your Warranty Explained

During the first two years following legal completion, your home is protected by a warranty provided by Primoris Homes. Following your two-year warranty from Primoris Homes, your home is covered for a further eight years by a Buildmark policy from the LABC.

The Primoris Warranty

The Primoris warranty, which lasts for two years from the date of legal completion, covers items not included in the NHBC Buildmark cover. For that period, we guarantee.

- 1) Snags that are identified to Primoris within the 2 year period.
- 2) items supplied as part of your new home.
- 3) defects caused by our faulty workmanship or materials.
- 4) Rectify defective, faulty, or incomplete works.

We work hard to ensure that all our new properties are completed to the highest possible standards, however with a newly built home it is inevitable that some items may require some attention.

We will investigate any issues you may have in the first two years in your new home by following the defect resolution procedure below;

Defect Resolution Procedure during the first 2 years after legal completion

- 1) Home buyer to report defect via email or post to Development Site Manager or Head Office (details shown in key contacts page)
- 2) Primoris Homes will acknowledge receipt within 2 working days and arrange for a suitable time to attend to review the snag on site.
- 3) The defect will be added to a tracking schedule which will be issued to the home buyer.
- 4) A mutually agreed timescale will be set in which the snag will be rectified.
- 5) A member of our trade team will attend during working hours to rectify the defect at a time agreed with the Home Buyer
- 6) Once deemed complete by Primoris Homes, the defect will be offered for sign off by the home buyer.
- 7) Once signed off by both Primoris Homes and the Home Buyer, the snag will be archived.
- 8) If the home buyer is unhappy with how any snag or defect has been dealt with, complaints can be made by following the complaints and disputes procedure.

Please note that our warranty covers major structural defects and does not include items generally covered under normal household insurance, those requiring routine maintenance or general wear and tear.

Alteration of your home

Any alteration or extension made to your home following legal completion may adversely affect all, or part of your warranty. Please liaise with the Primoris Office if you plan to alter or extend your home.

Change of ownership

Your warranty is not affected if you sell or let your home. It would help if you could pass on the details about the warranty and what it covers to tenants or subsequent owners. If you sell your home whilst it is still within warranty, the cover automatically transfers to the new owners.

Your rights

This warranty does not affect your statutory rights. Some manufacturers also offer warranties to Primoris customers over and above the initial Primoris two-year warranty. Please contact the manufacturer's own customer service department.

We do not protect you against every problem that may occur and you are obliged to carry out maintenance on your home. Several limitations and conditions apply.

Our warranty covers.

- Repairing or replacing appliances and mechanical and electrical equipment provided by Primoris Homes that develop faults (excluding wear and tear, lack of maintenance, misuse etc.)

Our warranty does not cover.

- Damage caused by storms or, accidentally, by negligence, abuse or poor maintenance of the property or appliances. This includes blockages caused by inappropriate disposal of waste.
- Any cosmetic defects such as scratches, chips or marks that haven't been reported within seven days of legal completion. This includes decoration, flooring, tiling, textured ceilings, kitchen units, fitted bedroom and bathroom furniture, worktops, sinks, sanitary ware, appliances, glass, and other similar items.
- Any inconvenience, distress, consequential loss of enjoyment, or income loss caused by remedial works, assuming all reasonable steps have been taken to minimise disruption.
- Problems with any workmanship, materials or appliances that you have brought or added to the property.
- Any problems caused by natural shrinkage or condensation including cracks of 2mm or less in plaster or timber.

We have provided a guide in the Looking after your new home section which explains what to expect with a new home regarding care and

maintenance. Please take the time to read through it, which in many cases will provide the answers to your queries.

NHBC Buildmark warranty

Following your two-year warranty from Primoris Homes, your home is covered for a further eight years, until the tenth anniversary of legal completion, by a Buildmark policy from the NHBC, which protects your home against the unlikely event that major structural defects occur due to the construction materials or workmanship. Further details on what the policy does and does not cover will be provided to you in the NHBC's literature.

For future reference, your unique LABC policy number is:

Emergency Procedure

However unlikely, emergency situations are only likely to concern electrical or plumbing works. In the event of an emergency and if safe to do so, turn off the gas, water or power at the meter prior to calling the below out of hours works.

The key out of hours contacts for plumbing and electrical works are;

Electrical Emergency Contact:

Plumbing Emergency Contact:

If there is a gas leak, immediately turn off the gas at your meter and call the gas emergency line 0800 111 999