Sample 7-Year Written Workmanship Warranty

Public reference document — not an individual warranty certificate

Important: This sample explains the standard form of Total Epoxy Care's voluntary 7-year workmanship warranty. Every completed installation is issued with its own written warranty certificate after the work is finished. That issued certificate identifies the relevant installation, completion date, coating system, customer and claim details. This sample does not replace that individual certificate, quotation or invoice.

1 Supplier details

Supplier \ Total Renovation Care Pty Ltd trading as Total Epoxy Care

Business locality
Dayton, Western Australia

ABN
49 697 673 797

ACN
697 673 797

Phone
0477 533 479

Email
info@totalepoxycare.com.au

This public sample does not publish a residential street address. The completed individual certificate issued with each job provides the supplier contact details required for that specific warranty.

2 The 7-year promise

For every Total Epoxy Care installation, our written workmanship warranty covers adhesion failure caused by defective surface preparation or coating application under normal, intended use. This includes **peeling, lifting and delamination** of the installed coating system from the prepared concrete substrate where the failure is caused by covered workmanship.

For an accepted claim, Total Epoxy Care will repair or reapply the coating to the affected area, as reasonably required, at no charge for the labour and materials needed for that covered remedy.

2.1 What is covered

- Workmanship defects in mechanical preparation or coating application that cause adhesion failure.
- Peeling, lifting or delamination caused by that covered workmanship defect.
- Labour and materials reasonably required to rectify the covered affected area.

2.2 Warranty period

- The voluntary workmanship warranty begins on the completed installation date.
- It lasts for seven years from that date.
- The individual certificate records the completed installation, coating system and intended use.

3 What is not covered

This voluntary workmanship warranty does not cover failures or damage caused by structural cracking, slab movement, settlement, vibration, control-joint or expansion-joint movement, concrete failure, spalling, rising damp, hydrostatic pressure, water ingress, vapour transmission, excessive substrate moisture, or contamination moving through the concrete.

It also does not cover pre-existing substrate or coating conditions outside Total Epoxy Care's quoted scope; impact, gouging, abuse, neglect, accidents, fire, welding, grinding or excessive heat; incompatible chemical exposure; normal wear, scratches, scuffs, staining, tyre marks, fading, chalking, loss of gloss or other cosmetic change that is not an adhesion failure; unauthorised alteration or overcoating; or use materially different from the intended use recorded for the job.

Concrete and crack repairs: Crack repairs are best-effort repairs and are not warranted against future recurrence. Concrete control joints, expansion joints and construction joints are designed to move and are not covered unless the quotation expressly states otherwise. A repaired area may reasonably vary in colour, gloss, texture or flake pattern because of ageing and product-batch differences.

4 Care and claims

4.1 Care requirements

Use a pH-neutral cleaner and non-abrasive equipment. Remove spills and contaminants promptly. Use protective pads under sharp or heavy equipment, avoid dragging items across the floor, maintain drainage and prevent prolonged water pooling. Use suitable protection where hot work, metal cutting, welding, battery charging or chemical handling occurs.

4.2 How to make a claim

Contact Total Epoxy Care as soon as you identify a concern. Please provide your name, installation address, warranty number, a copy of the quote or invoice, a description of the issue, and clear photographs or video of the affected area and surrounding floor. Allow reasonable access for inspection and rectification. Do not arrange repairs before inspection unless reasonably necessary to prevent further damage or address a safety risk.

4.3 Claim-related expenses and reimbursement

Total Epoxy Care is responsible for the reasonable labour and material costs needed to rectify an accepted warranty claim. The customer is responsible for ordinary costs of lodging a claim, providing information, and giving reasonable access for inspection, unless Total Epoxy Care agrees otherwise in writing.

If Total Epoxy Care asks a customer to incur a reasonable expense for an accepted claim, or approves that expense in writing before it is incurred, the customer may request reimbursement by supplying an itemised receipt or tax invoice and proof of payment. Total Epoxy Care will reimburse the approved reasonable amount after reviewing those records. Costs that were not requested or approved in writing are not reimbursable under this voluntary warranty.

Phone

0477 533 479

Email

info@totalepoxycare.com.au

5 Australian Consumer Law

Your consumer guarantees under the Australian Consumer Law apply automatically. This voluntary workmanship warranty adds to those rights; it does not replace, limit or remove them. The benefits in this sample are in addition to other rights and remedies available under law.

5.1 Important information about this sample

- This PDF is a general public reference only. It does not identify a customer, an installation, a coating system, an issue date or a warranty period for a particular project.
- The completed individual warranty certificate, quotation and invoice issued for each job remain the documents that identify the applicable installation and warranty details.
- If you have a question about a completed job or a potential claim, contact Total Epoxy Care directly so we can review the relevant certificate and project records.

5.2 Mandatory Australian Consumer Law notice

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods.

If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion.

You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

For general consumer-rights information, visit the Australian Competition and Consumer Commission warranty guidance at accc.gov.au/consumers/buying-products-and-services/warranties.