



Your Warranty and Guidance



CONDITIONS

The guarantee is subject to the following conditions:

- Project warranties come into effect upon receipt of all outstanding payments.
- The warranty date will commence from the date of completion and upon final payment.
- In the event that any part of any payment is withheld Bespoke Surfacing Ltd reserves the right to withhold any warranty offered.
- Once legal proceedings have commenced to recover any outstanding debt no warranty will be issued.
- This warranty is based on the application being applied to a suitable condition substrate in accordance with our Substrates and Bases requirements.
- After 7 days your installation is deemed satisfactory.
- Any claims made against the warranty must be made in writing and photographic evidence of any default must be supplied and is subject to confirmation in writing by Bespoke Surfacing Ltd.
- The system is cared for and maintained in accordance with aftercare requirements. Poor maintenance and not following the aftercare instructions invalidates any warranty. The care and maintenance guidelines can be found at www.bespokesurfacingltd.co.uk. And it is the customers responsibility to ensure they fully read, understand and adhere to these guidelines.
- By accepting our terms and conditions of sale you accept the warranty is only covered by these guidelines.
- No warranty will be discussed, verified or undertaken by any third party e.g homeowner who has instructed a contractor who has in turn sub contracted to Bespoke Surfacing Ltd if there are outstanding payments from the main contractor.
- Proper use of the resin bound surfacing as supplied by Bespoke Surfacing Ltd.
- Your warranty is valid for 5 years commencing from date stated below.

Exclusions and Limitations

- Damage caused by forceful impact, improper use, inappropriate traffic (i.e. skip lorries or HGV's), mechanical damage.
- Damage caused by point impact or loading such as motorbike stands, stiletto shoes, chair legs etc.
- Reflective cracking from the base (e.g. concrete, expansion joint movement tarmac/asphalt).
- Frost damage.
- UV degradation.
- Damage caused by movement created by growth of tree roots, wheel cracking, failure of substrate, slippage, heave, deformation or sinkage.
- Misplacement of drainage i.e man hole levels.
- Repairs caused by a third party i.e water company needing access to valves etc.
- Colour change as a result of dirt retention or spillage/staining.
- Use for any purpose or by any traffic other than that described for the product.
- Damage not immediately reported to the installation contractor.
- No imprints made from animal indentations or from any other source are covered under the warranty. The customer is fully responsible for safeguarding their surface once Bespoke Surfacing Ltd have left the site. Any requests for repairs will be chargeable.
- Our liability (except in the case of death or personal injury caused by us) under or in connection with this agreement, whether it contract, tort, negligence, breach of statutory duty or otherwise, shall not exceed the sum of materials supplied by Bespoke Surfacing Ltd for this contract.
- We shall not be liable in contract, tort, negligence, breach of statutory duty or otherwise for any loss, damage, costs or expenses of any nature whatsoever incurred or suffered by you or any other party of an indirect or consequential nature including without limitation any economic loss or other loss of turnover, profits, business or goodwill.
- Every effort is made to make an existing surface stable to accept the resin finish ,Bespoke cannot be held responsible for any stress cracks that may appear at any time.We will however repair cracks that are 7mm and above as part of the warranty.

Warranty commencement date / /2016

Customer Name: _____ Customer Address _____

Signed (Bespoke Surfacing) _____

Print (Bespoke Surfacing) _____