

Your Guarantee

1.1. Creative Garden Studios buildings are covered by a comprehensive guarantee, which is activated once the final balance is paid in full. The terms of your guarantee are as follows:

10 years:

Design and manufacturing faults to the structure of the building.

5 years:

Internal misting in double glazing

Door and window hinges and locks

External fascias

Internal linings and trim, floor covering, internal accessories.

1.2. No guarantee will be made by Creative Garden Studios against the effects of weather exposure on the colour of the external cladding. Cedar will naturally fade and silver over time, it is recommended that any cedar is treated by the customer within 1 month of installation and every 6 months thereafter to preserve its original colour.

1.3 James Hardie Building Products Ltd. (“Hardie”) warrants for usage in Europe* only, that the cladding products with Colorplus™ technology (the “Product”), when used for its intended purpose, properly installed and maintained according to Hardie’s published installation manual, will for a period of 10 years from the date of the purchase:

a. not crack, chip, peel, rot or delaminate, and

b. resist damage caused by termite attacks.

Hardie warrants that the ColorPlus™ Technology paint on the Product will, for a period of 10 years from the date of the purchase, not crack, peel, rot or delaminate, when the Product is used for its intended purpose, properly installed and maintained according to Hardie’s published installation manual.

1.4 Other cladding types may be supplied from time to time at the request of the customer. Please refer to the manufacturer’s literature for specifics.

1.5. Door adjustments are not covered under guarantee and may be necessary from time to time. Adjustments can be easily carried out by the customer – please call the office for advice.

1.6. Warping of timber fascia boards is not covered under guarantee; timber is a natural product and warping may occur.

1.7. Superficial cracking of timber cladding and/or fascia boards is not covered under guarantee.

1.8. Creative Garden Studios guarantee glass on windows and doors in accordance with the 'Glass and Glazing Federation' guidelines. No guarantee will be made against scratches or imperfections in/on the glass once the sign-off of the building inspection has been completed.

1.9. If the customer is deemed to be responsible for any faults to the building, all costs associated with remedial works will be charged to the customer.

1.10. No guarantee will be made for materials, appliances or services supplied by the customer to be installed by Creative Garden Studios Ltd. Such items are installed on a good will basis only.

1.11. The Company's liability shall not exceed the total purchase value of the Product and the taking of the steps it deems necessary to rectify any issues shall constitute an entire discharge of the Company's liability under this warranty.

1.12. Any structural alteration made to the building by the customer or a third party employed by the customer will invalidate your guarantee and as such any related remedial works will be chargeable as per clause 1.7.

1.13 Creative Garden Studios Ltd follow NHBC guidelines relating to plaster finishes: "some cracking (up to 2mm wide) is likely due to shrinkage and differential movement of materials". Settlement cracks should be filled and sanded by the customer and are not covered under guarantee. Plaster cracking over 2mm wide is covered under your guarantee for a 1-year period.

1.14. Buildings constructed by Creative Garden Studios under 'Permitted Development' should not be used for habitable accommodation. If used for habitable accommodation the guarantee is invalid. Guarantee excludes normal 'wear and tear' and decorated surfaces.

1.15 Guarantee claims should be made to the main office on discovery of the fault. Failure to report a fault immediately may invalidate your guarantee. Once agreed, a maintenance team will be dispatched to remedy the issues free of any charge. Creative Garden Studios Ltd will not reimburse payments made to third party repair contractors without prior written consent.