



Shelford Lifetime Warranty

You can build with confidence when you build with Shelford Quality Homes. As part of the wholly Western Australian owned and operated Shelford Group, we've been building dream homes for Western Australian families since 1991. With an exciting range of affordable single storey, double storey and acreage home designs for you to choose from, Shelford Quality Homes is committed to providing you with the *best* quality, the *best* value and the *best* service of any home builder in Perth, which is why we offer our **Shelford Build with Confidence Guarantee** with every new home we build.

Of course with over 25 years' expertise and experience in the construction industry, the talented team at Shelford Quality Homes also knows a thing or two about residential building excellence, which is why our Shelford Build with Confidence Guarantee is also backed by our rock-solid **Shelford Lifetime Warranty**. As a testament to the quality of the building materials we use and the tradespeople we employ, this extended warranty ensures your dream home stands the test of time.

Currently under Western Australian law, your builder is liable to rectify any faulty or defective workmanship for a period of up to six years after the date of practical completion of your home. This "warranty" applies to all new homes built in Western Australia, regardless of the value of the building work, and it protects home buyers in terms of their builder's responsibility to rectify any faults and unsatisfactory workmanship.

However when you build with Shelford Quality Homes, in addition to this statutory warranty period and our sincere commitment to contractual maintenance obligations, you also get our Shelford Lifetime Warranty, providing you with added peace of mind knowing that your dream home is in safe hands – and for a period of up to 25 years!

Additionally, as a proud member of the Housing Industry Association of Australia, we guarantee that at all times the work on your home will be carried out:

- in a proper and workmanlike manner
- with all due care, attention and skill
- in accordance with the plans and specifications set out in your contract
- using quality building materials fit for their intended purpose, and
- in accordance with every legal requirement and local law.

Quality, integrity and great value - it's the Shelford Quality Homes point of difference!

Build with confidence

29 Crompton Road, Rockingham WA 6168 Ph: 9592 3177 Fax: 9592-1886
email: sales@shelford.com.au • Build Reg 8429 • ABN 17 051 265 546

Our responsibility

Our Shelford Lifetime Warranty covers all structural aspects of the construction of your home for the lifetime of the company up to a period of 25 years from the date of practical completion. It is personal to you as our client, and is not transferable. Providing your statutory maintenance obligations have been met, we undertake to rectify at our expense any structural defects attributable to defective or faulty workmanship, or defective materials as defined under the relevant codes, standards and specifications that building work is required to comply with at law, including:

- footings and foundation systems
- concrete floor slab (excluding porches and patios unless integrated into floor slab)
- load bearing brick work
- structural timbers, beams and lintels.

Your responsibility

You are also required to take every reasonable step to maintain your home and to mitigate loss and damage resulting from fair wear and tear, thereby avoiding situations where minor defects become much bigger problems over time. To assist you in maintaining your new home we have prepared a list of helpful hints titled MAINTAINING YOUR SHELFORD QUALITY HOME. This document should be read and applied, as and when the need arises.

Exclusions

Our Shelford Lifetime Warranty does not apply in the following circumstances:

1. Any loss arising from non-compliance with your responsibilities as outlined above.
2. Site conditions experienced post-settlement that are outside of our control.
3. Damage caused by storms, fire or flooding, misuse or neglect and/or fair wear and tear.
4. Failure to establish appropriate landscaping and drainage, including but not limited to damage caused by trees growing too close to the footings of your home.
5. Failure to maintain adequate white ant (termite) prevention treatment.
6. Any renovations, additions or other structural changes, such as the installation of a swimming pool, undertaken after practical completion of your home.

Who provides our Shelford Lifetime Warranty

Shelford Constructions Pty Ltd

Phone: (08) 9592 3177

trading as Shelford Quality Homes

Email: reception@shelford.com.au

(ABN 17 051 265 546)

29 Crompton Road

Builder Registration No 8429

Rockingham WA 6168

Who is eligible to make a claim under our Shelford Lifetime Warranty

The initial purchaser of any house constructed by Shelford Quality Homes where the claim is made no later than 25 years after the date of practical completion is eligible. The Shelford Lifetime Warranty is personal to you as the client of Shelford Quality Homes, and is not transferable. A copy of our Shelford Lifetime Warranty should be kept in a safe place for easy reference.

How to make a claim under our Shelford Lifetime Warranty

To make a claim under our Shelford Lifetime Warranty, you are required to outline your request in writing and send it to the abovementioned address by post or by email. Upon receipt of your claim:

1. We will review your request and inspect your property to determine whether there is a structural defect attributable to defective design, defective or faulty workmanship, or defective materials as defined under the relevant codes, standards and specifications that building work is required to comply with at law.
2. We will respond to you in writing outlining the outcome of our assessment.
3. Where the structural defect meets the requirements of our Shelford Lifetime Warranty, we will commence rectification works within a reasonable period of time at our expense.
4. Where it is determined by us that there is no structural defect or that the structural defect does not meet the requirements of our Shelford Lifetime Warranty, then any and all rectification costs must be borne by you, the home owner.