

# UNIVERSAL ROOFING

## Standard Terms and Conditions:

All transactions between Universal Roofing and the Client will be subject to the terms and conditions contained hereinafter.

1. Quotations valid for 30 days
2. Universal Roofing does not provide any guarantee on rust, damp or cracks. Should rust be found on a roof, the guarantee will become null and void. Should hail holes be found on the waterproofing the guarantee will become null and void and repair costs can be claimed from the clients insurance.
3. Should the waterproofing be tampered with by any third party the guarantee will be rendered null and void.
4. 10 year Guarantee with maintenance every 2 years - It is the customer's responsibility to contact Universal Roofing every two years to maintain the roof. The Maintenance cost will be for the customer's account. Should the customer not contact Universal Roofing to do maintenance every two years the Guarantee will be rendered null and void and no further Guarantee claims can be made. Any 3<sup>rd</sup> Party or hail damage must be reported to Universal Roofing immediately in order for Universal Roofing to provide a quotation for the repairs which can be sent to the insurance.
5. The customer is to contact Universal Roofing one month before the guarantee expires to provide a free maintenance inspection and quotation.
6. Should the customer not contact Universal Roofing by the guarantee expiry date the guarantee will become null and void (The guarantee period is specified on all quotations).
7. Client will be required to pay a 50% deposit on acceptance of the quote and balance on completion. Unless otherwise specified in writing.
8. Client undertakes to settle the account in full on presentation of final invoice by Universal Roofing.
9. The guarantee will only be issued once the invoice has been paid in full.
10. Any cancellations of quotations accepted will have a 10% cancellation fee charged to the client. (To cover our bank and admin charges).
11. Timeous access to site to be made available by the Client at all times for the completion of the contract.
12. The client takes full responsibility to remove all items of furniture/fittings/fixtures/vehicles etc, to mitigate any damage that could occur during the course of the contract.
13. The Client hereby indemnifies Universal Roofing and all its personnel for all damages, consequential damages, force majeure, unforeseen damages, loss of income or any other loss suffered by Client or any third party as a result of any activities while work is being performed by Universal Roofing in terms of above quotation.
14. Please note that this quote excludes any unseen or hidden problems which may affect the quoted work undertaken. Should any additional remedial repairs need to be undertaken that could not be seen prior to the work commencing, an additional quotation will be submitted.
15. If the Client requires any additional work or alterations other than as specified in the quote, he/she shall advise Universal Roofing and Universal Roofing shall provide the client with a new quote.



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16. Should the quotation submitted not be accepted in its entirety, Universal Roofing retains the right to amend the quotation before commencement of work.
17. Although extreme caution will be taken when working near TV cables, Universal Roofing will not be held liable for damages to them as most times these cables are brittle and worn from exposure to sunlight.
18. The client must keep the roof and gutters free from leaves and debris. (Storm water outlets to be kept unobstructed.)
19. Universal Roofing will not be held liable for errors and omissions relating to the above quotation.
20. Unspecified areas are excluded from the above quotation.
21. Amendments to the above quotation are only valid when reduced in writing and signed by both parties.
22. All items and products used to build or repair roofs or structures, will remain the property of Universal Roofing until full payment has been received.
23. If payment is not received after 7 days of sending the final invoice, Universal Roofing's rights remain reserved to proceed in legal action and the client will be responsible for legal costs on an Attorney and Own Client scale. Universal Roofing will have the right to confiscate all items and products used to build, construct, or repair roofs or structures.
24. Maintenance needs to be undertaken to all repairs and waterproofing performed by Universal Roofing under its 10 year guarantee, every two years at the expense of the above client. Failure to comply will render the 10 year guarantee null and void. Universal Roofing will contact the client every two years to inspect and do maintenance to the original waterproofing/roof repairs. We would like to stress that should Universal Roofing fail to contact the client, the onus is on the client to ensure that Universal Roofing is contacted to do the appropriate maintenance on the specified due dates.
25. The above quotation does not include undertile insulation unless specifically pointed out and quoted for by Universal Roofing.
26. Universal Roofing does not take any responsibility for structural defects where the waterproofing is applied to. Should the waterproofing fail due to structural defects of the building, the guarantee will become null and void.

## **MAINTENANCE PLAN FOR COMPLEXES ONLY:**

27. Guarantee periods - 10 year guarantee (workmanship and products) with maintenance at the above clients expense every 2 years. Please note that the onus is on the above mentioned client to contact Universal Roofing one month prior to the 2 yearly maintenance becoming due, for an inspection to be carried out and a new quotation for maintenance to be submitted. Should this not be strictly adhered to, the guarantee will become null and void. Guidelines for tiled roof maintenance every 2 years at complexes: Ridging – re-seal where cracking may have occurred due to expansion and contraction. Broken tiles – replace/repair all broken tiles (this could be as a result of the weather, 3rd party contractors walking on the roof or body corporate employees walking on the roof.) Hail damages – repair any damages to the waterproofing caused by hail - Any areas where the waterproofing is delaminating caused by expansion and contraction. Guidelines for flat roof maintenance every 2 years at complexes: Re-seal all areas where delamination is occurring. Clean out and re-seal into the top of the storm water outlets.



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## UNIVERSAL ROOFING'S PROMISE TO OUR VALUED CLIENTS

28. Should you, the client, not be entirely happy with the remedial work or service provided by Universal Roofing, you as the client undertake to inform Universal Roofing within 7-days of completion of the services rendered. Please address your complaint in writing to:

JOHANNESBURG:

customerservicejhb@universalroofing.co.za and call (011) 708 7474.

PRETORIA:

customerservicepta@universalroofing.co.za and call (012) 653 7227.

**Universal Roofing undertakes to address all complaints and queries promptly.**

**Should any part or provision of these Terms and Conditions be held unenforceable or in conflict with the applicable law of any jurisdiction, the validity of the remaining parts or provisions shall not be affected thereby.**

