



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. Universal Roofing offers 2 different guarantees. Certain products come with a 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 3rd 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. However, most of our products come with a 3 year guarantee and after 3 years the onus is on the client to contact Universal Roofing one month before the guarantee expires to provide a free maintenance inspection and quotation. Should a patch waterproofing job be undertaken, the guarantee period will ascertained once a full inspection has been undertaken.
5. 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).
6. Client will be required to pay a 50% deposit on acceptance of the quote and balance on completion. Unless otherwise specified in writing.
7. Client undertakes to settle the account in full on presentation of final invoice by Universal Roofing.
8. The guarantee will only be issued once the invoice has been paid in full.
9. Any cancellations of quotations accepted will have a 10% cancellation fee charged to the client. (To cover our bank and admin charges).
10. Timeous access to site to be made available by the Client at all times for the completion of the contract.
11. 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.
12. 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.





13. 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.
14. 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.
15. Should the quotation submitted not be accepted in its entirety, Universal Roofing retains the right to amend the quotation before commencement of work.
16. 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.
17. The client must keep the roof and gutters free from leaves and debris. (Storm water outlets to be kept unobstructed.)
18. Universal Roofing will not be held liable for errors and omissions relating to the above quotation.
19. Unspecified areas are excluded from the above quotation.
20. No oral agreement will alter this contract
21. No oral agreement will be accepted unless the additional terms have been stated in the contract.
22. No amendments to the contract will be accepted unless reduced to writing and signed by Universal Roofing as well as the contract signatory. This includes date changes, changes to time periods and relaxation extensions.
23. 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.
24. 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.
25. The above quotation does not include undertile insulation unless specifically pointed out and quoted for by Universal Roofing.
26. Due to skylight glass being exposed to UV rays, it delaminates over time due to thermal contraction and expansion and cracks may occur at any time and will get worse over time. Universal Roofing cannot be held liable for this.
27. Universal Roofing does not take any responsibility for structural defects on structures where the waterproofing is applied. Should the waterproofing fail due to structural defects of the building, the guarantee will become null and void.
28. Universal Roofing will charge a callout fee for body corporate's where entire complex roofs are to be inspected and quoted for. Free quotation's can be provided for quotations on individual units.
29. Estate Agents subject to a quotation/callout fee.





Standard Terms and Conditions (Guttering):

ALL GUTTERING SUPPLIED AND INSTALLED BY UNIVERSAL ROOFING IS GUARANTEED AGAINST RUST AND CORROSION FOR 10 YEARS AND A 2 YEAR WORKMANSHIP GUARANTEE

1. In the event that the client requires a safety officer, an extra cost of R5000.00 excluding vat will be charged.
2. In the event that the client requires a Health and Safety plan, an extra cost of R5000.00 excluding vat will be charged.
3. Old guttering to be dismantled and removed from the site (once removed we cannot guarantee it will be usable).
4. Whilst the utmost care will be taken not to damage creepers and shrubs, these may be damaged whilst work is in progress.
5. Should scaffolding and skyjacks be required an additional quotation will be provided. This will be discussed with the client in advance.
6. Due care will be taken with regards to the gutter drainage. However, if the roof line is not level or if the roof line does not slope in the direction of the relevant downpipe the gutters will be fitted as best possible to prevent lifting of the tiles or roof sheeting.
7. Should the roof overhang into the gutter be too great, Universal Roofing reserves the right to provide a further quotation to modify the roof in order to fit the gutters.
8. Guttering will be installed as level as possible.
9. Downpipe/s position may be changed positionally to suit the runoff of the gutters/roof.
10. Additional downpipe/s, splash plate or spacers may be installed at an additional cost to the client.
11. The condition of the existing fascias and timber tilting battons can only be determined once the existing gutters are removed. Any rotten fascias and timber tilting battons will be replaced at an extra cost to the client.





UNIVERSAL ROOFING'S PROMISE TO OUR VALUED CLIENTS

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.

