



ROYAL LEGACIES

YOUR VISION | OUR MISSION

GUARANTEE
TERMS AND CONDITIONS



GUARANTEE TERMS

ROYAL LEGACIES PRIVATE LIMITED Guarantees the project will be free from defects in material and workmanship for a Guaranteed period of 2 years starting from the date of completion.

- That means: for two years after the job is finished, we accept responsibility for faults that are the result of poor materials supplied by **ROYAL LEGACIES PRIVATE LIMITED** or mistakes made during installation.

COVERAGE

- This Guarantee covers:
 - Defects in workmanship — faults that result from the way the **ROYAL LEGACIES PRIVATE LIMITED** or its crew performed the work (for example, installation errors).
 - Water leakage — any water ingress that is caused by defects in the work or materials will be covered and stated in the agreement .

EXCLUSIONS

- The Guarantee does not cover problems caused by:
 - Natural disaster — any damage resulting from events such as storms, floods, earthquakes, or other force majeure/natural catastrophes.
 - Normal wear and tears — deterioration that happens over time through ordinary use and ageing.

- Maintenance related issues — problems that arise because of lack of routine maintenance, improper maintenance, or failure to follow maintenance guidance.
- Third party damages — damage caused by people or organisations other than the **ROYAL LEGACIES PRIVATE LIMITED** Crew (for example, other contractors, vandalism, or accidental damage by the owner's agents).

GUARANTEE CLAIM — how a client makes a claim

- To make a claim under this Guarantee the Client must:
 - Send proof of service along with proof of defect to our **Customer After Sales Service lines**.
 - “Proof of service” means evidence that the original work was performed under this contract (for example the contract itself, job completion confirmation, or receipts).
 - “Proof of defect” means documentation showing the fault exists (for example photos, written descriptions, or other supporting material).
 - The Client must direct that material to the **ROYAL LEGACIES PRIVATE LIMITED** so that we can come and review the issue to confirm whether it falls under the Guarantee.

REMEDY — what the We will do if the claim is accepted

- Repair of defective work.
 - If the defect is accepted as covered by the Guarantee (i.e., it is a defect in workmanship or water leakage within the 2-year period and not excluded), the Contractor will carry out repairs necessary to correct the defective work.

How the whole guarantee process flows

1. Completion date established — the date of completion starts the 2-year guarantee clock.
2. Client discovers a defect (workmanship fault or water leakage).
3. Client sends claim material — the Client sends proof of service plus proof of defect to the General Contractor.
4. Contractor reviews claim — Will send our crew to evaluates whether the claim is within coverage and not excluded.
5. If covered — Our crew will performs the repair of the defective work as the remedy.
6. If excluded — the Contractor does not repair under this Guarantee (the exclusions apply).
7. If non-payment or failure to perform occurs — either party may terminate the Contract under the stated grounds, **(this does not apply to the Hustle Free S&F)**.

Key practical points (clarifying intent, not adding terms)

- The Guarantee is limited in scope: only defects in workmanship and water leakage are covered, and it will be repaired.
- The 2-year period is counted from the date of completion.
- Exclusions remove responsibility for damage from natural disasters, normal wear and tear, maintenance issues, and third-party actions..
- Termination is allowed only for non-payment or failure to perform to the contract specifications.