



**WORKS COMPLETION GUARANTEE**  
**FOR <DESCRIPTION OF WORKS>**  
**BETWEEN DURHAM CITY BUILDERS LIMITED AND**  
**<CUSTOMER NAME> OF**  
**<CUSTOMER ADDRESS>**  
**FOR A PERIOD OF 10 YEARS FROM <DATE OF COMPLETED WORKS>**

This warranty is valid only for the customer named above while they occupy the address stated and provided normal cleaning and maintenance procedures are followed, and excludes changes due to wear, tear, normal weathering, force majeure and defects that result from characteristics common to the materials used. Other limitations apply as indicated on page 2 of this document.

Any guarantees, warranties, understandings or representations made by (or expressed by) any employee, subcontractor or supplier not set forth specifically in this document is NOT considered an extension of this guarantee.

This limited guarantee is the only express guarantee that Durham City Builders Limited provide.

**The following limitations apply to this guarantee:**

1. Durham City Builders Limited guarantees to the customer named overleaf that all materials and equipment incorporated in the work will be as specified and that all work was completed in a workpersonlike manner and all materials were installed according to the manufacturer's specifications, unless otherwise specified.
2. This guarantee is personal to the customer named overleaf and is valid only while the named customer occupies the property where the work was performed.
3. Equipment and materials supplied by others, but installed by Durham City Builders Limited are not covered by this guarantee, except for the installation work performed by Durham City Builders Limited.
4. All manufacturers' warranties apply. This excludes any item that is not purchased through Durham City Builders Limited or any item which Durham City Builders Limited recommends against installing. All special order and custom items that are not covered by product warranties will be the responsibility of the customer and not covered by this warranty.
5. Other exclusions:
  - a. Any work not specifically specified in the Contract Agreement with Durham City Builders Limited
  - b. Defects that result from characteristics common to the materials used, such as (but not limited to) warping and deflection of wood; fading, chalking and checking of paint from exposure to sunlight; cracks that occurred during the drying of concrete, plaster, bricks and masonry; drying, shrinking and cracking of caulking and weather stripping.
  - c. Damage resulting from ordinary wear and tear, abusive use, or lack of proper maintenance of the work as performed by Durham City Builders Limited
6. Any and all drywall repairs that become necessary will be completed to paint stage, priming and painting will be the responsibility of the customer.
7. Durham City Builders Limited must be given fair notice and adequate time to remedy the guarantee problem with its employees or qualified subcontractors. Durham City Builders Limited will schedule and inspection date not later than ten days after the named customer initially notifies Durham City Builders Limited of the problem. After inspection of the problem, Durham City Builders Limited will schedule the remedy, the time for which may vary considerably depending upon the problem. The named customer WILL NOT be reimbursed for repairs undertaken without prior written approval.
8. If the guarantee problem is an emergency (meaning that further damages to the home, its contents or occupants may occur without immediate remedy) AND the named customer has attempted to contact Durham City Builders Limited by all means available, the named customer may make other arrangements necessary to remedy the problem. The named customer must document all work completed (using photographic evidence), keep all parts replaced, provide a written invoice for all work performed, and demonstrate all efforts to contact before resorting to other suppliers or workers. Durham City Builders Limited will reimburse the named customer for such emergency work to the extent it was reasonably necessary, is reasonably documented and was unavailable to perform the work.