

Guarantee Terms and Conditions

Approval of Application and Acceptance of Guarantee

1. For the owner occupied repaint guarantee, providing the contractor has been paid in full for the work, then acceptance is automatic.
2. The date the Guarantee comes into force will be the Practical Completion date.
3. The Guarantee does not supersede the client's rights under the Consumer Guarantees Act.

Practical Completion

4. Such a deemed Practical Completion Date may (at Master Painters Services Limited's discretion) be altered if a notice of Practical Completion is subsequently received by Master Painters Services Limited from the Master Painter or from the Client.

Cancellation of Application or Guarantee

5. Approved Applications will be cancelled by Master Painters Services Limited when;
 - 5.1. the Client or the Master Painter validly terminates the Contract; or
 - 5.2. the Client has provided any false or misleading information; or
 - 5.3. the Client has not made payment to the Master Painter in accordance with the Contract;
6. Guarantees will be cancelled by Master Painters Services Limited when;
 - 6.1. the Client undertakes any remedial work, including the repair of any Defect, or engages another painter or contractor to undertake any remedial work without the prior written consent of Master Painters Services Limited; or
 - 6.2. the Client has not made payment to the Master Painter in accordance with the Contract; or
 - 6.3. the Client has made a false or misleading claim or notification under the Guarantee.

Limitation of Liability

7. The maximum aggregate cover for the Residential Workmanship Guarantee is \$15,000.00 including GST, or the Contract Price if lower.
8. This Guarantee will apply to works being carried out **at one owner occupied dwelling or unit only**.
9. Except as otherwise stated in these Terms and Conditions, the Guarantee shall terminate and be of no further effect at the date of the expiry of five years from the date of Practical Completion (Termination Date).
 - 9.1. Remedial work will not extend this Termination Date.

What is covered by the Guarantee?

10. **If the original contractor is no longer trading, then the following applies. Defect in Workmanship cover**, that applies from the date of Practical completion up to and including the fifth anniversary of that date.
 - 10.1. **Defect in Workmanship** means a Defect from any failure by the Master Painter to comply with:
 - 10.1.1. the Contract; or
 - 10.1.2. regard to relevant trade practices and standards; or
 - 10.1.3. any relevant instruction or recommendation given by the manufacturer or supplier.

The Guarantee Does NOT Cover

11. The Guarantee does not cover and Master Painters Services Limited shall not be liable for any:

- 11.1. **Matters or claims where the Client is either the Master Painter or is an Associate** of the Master Painter.
- 11.2. **Matters or claims covered by insurance** (including home and contents insurance and/or professional indemnity insurance).
- 11.3. Consequential Damage or Consequential Loss.
- 11.4. **Any damage or Defect arising from a problem with the condition of the substrate** which **was notified** by the Master Painter in writing to the client and which the client elected not to alter.
- 11.5. **Damage or Defect that should have been avoided or resultant from normal wear and tear** (including damage or deterioration that could reasonably have been minimised or avoided by the Client by reasonable, regular and thorough inspections and maintenance by the Client).
- 11.6. **Damage or Defect beyond the reasonable control of the Master Painter** (including condensation, shrinkage, contraction or expansion of any material, and act of God.)
- 11.7. **Matters or claims that are not the Master Painter's responsibility** (including work or materials outside the Contract OR arranged by and/or paid for directly by the Client).
- 11.8. Any damage or Defect of product that are not an Approved Product.
- 11.9. **Unavoidable aesthetic variance** (including aesthetic variance due to it being not reasonably practicable to match materials).
- 11.10. **Agreed deviations** (where any Client and Master Painter agree to deviate from the Contract, and/or agree to deviate regarding relevant trade practices and standards for the Works).
- 11.11. **Colour consistency of coatings** as these are subject to significant environmental impacts. The consistency of the overall coating is covered only.
- 11.12. **Solvent and Waterbased enamels** are only covered for a period of 2 years.
- 11.13. **Waterproofing or Weathertight coatings and membranes** are not covered for other than their decorative aspects.
- 11.14. **Roof Coatings either new or repaint** are not covered.
- 11.15. **Stains and woodcare products** are not covered.
- 11.16. **Chipping or cracking** due to external forces such as banging, scraping, scratching, movement in the joinery & substrate, timber splitting along the grain, timber splitting in general etc.
- 11.17. Delamination of previously applied paint systems and/or primer applications UNDER the current warranted application system.
- 11.18. **Failure to clean painted surfaces** on a regular basis which reduces applied coating life, allowing mould and lichen build up that penetrates coatings causing premature breakdown of applied systems. (Exterior applied systems must be cleaned once every 12 months with evidence to that effect. For high exposure to sea air contamination, recommendation is twice per annum).
- 11.19. **Cracking in window & door joinery** where timber expansion and shrinkage associated with external atmospheric moisture variances occur, along with temperature variances and associated flexing stresses, and additional movement stresses are imposed on the joinery timber substrate and applied coatings. (Shrinkage cracks between overlapping weatherboards due the afore mentioned elements and associated effects)
- 11.20. **Where dark based colours have been applied** and exposed to intense sunlight and heat which amplifies heat stress to the applied dark paint application and timber substrate, leading to accelerated deterioration of the applied application and advanced delamination issues.
- 11.21. **All tread areas** (steps, crossovers, decks, ramps etc.)
- 11.22. **Substrate damaged** by flooding or moisture penetration.
- 11.23. **Areas damaged** by excessive heat or fire or graffiti.
- 11.24. **Areas that have existing rust** are excluded. Rust treatment of these areas will not prevent future rust developing and will not stop treated rust from reoccurring.
- 11.25. **Areas that develop rust** are excluded. Standard paint applications will not prevent rust from developing.
- 11.26. **Rust Leaching** due to hardware, nail, screw, soaker (other metal fixings/fittings) deterioration and subject to moisture exposure and corrosion, and/or corrosion spotting resultant from metal powder, grindings and deposits (iron sand deposits etc.)
- 11.27. **Colours** having a light reflective value (**L.R.V.**) less than 40% cannot be warranted.
- 11.28. **Epoxy Filler Moulding** – due to timber shrinkage and epoxy resistance to shrinkage, and current certification standards regarding filler types etc., moulding of epoxy fillers is exempted from warranty rectification.

Application Deterioration and Performance Expectations

- **Expected Paint Erosion/ Oxidisation/ Shedding.** All applied paints will erode at differing levels depending on level of exposure on exterior surfaces and angle of exposure to environmental elements.
- **Film Build variances:** This can vary depending on system of application implemented. Therefore, an average film build measurement should apply across the measured surface (eg with brush application, filament disbursement will create a trough and peak profile, that must be averaged to assess overall application thickness etc.) Manufacturers provide an expected meter per litre rate to give appropriate film build per coat.
- **Epoxy Fillers In Timber:** Larger penetrations normally require Epoxy fillers to comply with current building code practices and certification. Timber will almost always shrink in dry conditions, but the epoxy Does Not Shrink, which almost invariably leads to varying levels of “visual mounding”. This eventual visual mounding is an integral expectation associated with current recommended trade practice and we do NOT warrant to future readjustment to eliminate this visual by product.
- **Warranty will NOT apply if full and final payment was not received.**

Client to Lodge a Claim

12. Client has, in the reasonable opinion of Master Painters Services Limited, taken all reasonable steps to induce the Contractor to make good the Defect.
13. Master Painters Services Limited is not required to take any steps in relation to any notification or communication from the Client until the Notwithstanding any agreement between the Master Painter and Client to rectify the Defect, unless the Master Painter has completed all the remedial work, **the Client must notify Master Painters Services Limited no later than 30 days** after the date on which the Client became aware or should have become aware of this matter; and **lodge a claim with Master Painters Services Limited on the prescribed Master Painters Services Limited claim application form** signed by the Client, no later than 14 days after the date on which the Client first notified Master Painters Services Limited.
14. Where Master Painters Services Limited has been notified but the Client does not lodge a claim within 14 days of notification, Master Painters Services Limited shall not be liable for any existing or future claims regarding the matters notified.

Claim Under Defect in Materials, Defect in Workmanship

15. Master Painters Services Limited shall assess and/or investigate the lodged claim and where the lodged claim appears valid shall instruct the Master Painter/Contractor (if applicable) to make good the Defect within a timeframe or any extension as set by Master Painters Services Limited.
16. Where the Master Painter or contractor is unwilling or unable to comply with the instruction, Master Painters Services Limited may accept the claim.
17. Master Painters Services Limited’s assessment and/or investigation of a lodged claim is for Master Painters Services Limited’s benefit only and is solely for the purpose of determining whether the lodged claim appears to be valid. Master Painters Services Limited shall not be liable, whether in contract, tort or otherwise, for any matter relating to or arising out of its investigation, save for its liability under the Guarantee.
18. A lodged claim shall be taken as having been accepted or declined when the acceptance or declinature has been communicated in writing to the Client.
19. As a condition of Master Painters Services Limited accepting a claim, the Client shall upon request assign to Master Painters Services Limited all of their rights and remedies against any party or person connected with the Works, whether or not a party to the Contract. Master Painters Services Limited may take any steps to enforce such rights and remedies. Further, **the Client shall give Master Painters Services Limited all assistance that it might reasonably require.**
20. Master Painters Services Limited may (at its discretion) decide whether to repair or replace a Defect. Where the cost to remedy any Defect is, in the opinion of Master Painters Services Limited, out of all proportion to the loss or damage to the Client, then Master Painters Services Limited may, in its discretion, pay the reasonable value of the repair or replacement to the Client in lieu of Master Painters Services Limited remedying the Defect or assisting the Client to select a replacement Master Painter.
21. The method and manner of any remedial work undertaken under this Guarantee shall be at the discretion of Master Painters Services Limited.

Provision of All Relevant Information and Access

22. The Client must allow Master Painters Services Limited, its inspectors and the Master Painter/Contractor or any replacement Master Painter access to inspect the Works and to undertake any agreed remedial work at any reasonable times.
23. The Client and the Master Painter each are obliged to assist Master Painters Services Limited by providing access to and/or copies of all relevant documentation that may be required by Master Painters Services Limited to enable Master Painters Services Limited to assess and/or meet its obligations under the Guarantee.
24. If any failure by the Client to comply with these Terms and Conditions prejudices the ability of Master Painters Services Limited to deal efficiently or economically with a claim or the underlying Defect, then Master Painters Services Limited may (at its discretion), decline the claim in whole or in part, even where the claim has previously been accepted.

Transfer of the Guarantee

25. The Guarantee is not transferable upon the sale of the residential property where:

- 25.1. the Guarantee has not been Cancelled or reached Termination Date; and
- 25.2. the Client of the Guarantee is the seller of the Residential Property; and
- 25.3. the property remains an owner-occupied dwelling without commercial purpose.

26. The Transferee shall be deemed to have made a full inspection of the Residential Property prior to purchase and acknowledges that Master Painters Services Limited will not be liable for any Defects that in its opinion were reasonably discoverable.

No Agency

27. The Master Painter or Contractor is not an agent of Master Painters Services Limited in relation to this Guarantee (including in relation to any investigation and/or any remedial work). Except as is expressly provided in this document, Master Painters Services Limited shall not be bound by, or liable for (whether in contract, tort or otherwise), any statement or act or omission by the Master Painter. No statement or claim or notice made by the Client to the Master Painter is to be construed as having been made to Master Painters Services Limited.

28. From time-to-time Master Painters Services Limited may appoint an inspector in relation to this Guarantee (including providing some assistance in relation to any investigation and/or any dispute and/or any remedial work). Master Painters Services Limited shall not be bound by or liable (whether in contract, tort or otherwise) for any statement or recommendation or act or omission made by any such inspector in such context. No statement or claim or notice made by the Client to any such inspector is to be construed as having been made to Master Painters Services Limited.

Disputes

29. Where there is a dispute between the Client and the Master Painter (or replacement Master Painter where applicable) in respect of their rights and obligations under the Contract, Master Painters Services Limited is entitled to require that dispute be resolved prior to a claim being accepted or declined by Master Painters Services Limited.

30. If the Client disputes a decision by Master Painters Services Limited to decline a claim (in whole, or in part), then the Client must send notice of the dispute to Master Painters Services Limited within 21 days of having been advised of Master Painters Services Limited's decision.

31. If the Client duly notifies Master Painters Services Limited of such a dispute, then the Client and Master Painters Services Limited will, in good faith, communicate in an attempt to resolve the dispute.

32. If the dispute (as referred to above) is not resolved between the parties within 21 days of the Client's notice to Master Painters Services Limited of the dispute, then either party may notify the other that they request that the dispute be referred to mediation. The other party will consider such a request in good faith and will not arbitrarily refuse such a request.

33. If the dispute (as referred to above) is not resolved between the parties within 42 days of the Client's notice to Master Painters Services Limited of the dispute (or, within 21 days of the conclusion of the mediation process, if the parties participate in a mediation), then either party may notify the other that they request that the dispute be referred to arbitration (under the Arbitration Act 1996). The other party will consider such request in good faith and will not arbitrarily refuse such a request.

34. If the parties cannot agree on the mediator or the arbitrator, then the mediator or arbitrator shall be appointed by the current President of the Arbitrators and Mediators Institute of New Zealand.

35. Master Painters Services Limited shall have the right, in advance of any dispute resolution process, to re-inspect any Works which is the subject of the dispute.

Notices

36. Any notice by Master Painters Services Limited to the Client or to the Master Painter shall be deemed to be sufficiently given if it is handed to the Client or the Master Painter or delivered to their postal addresses provided to Master Painters Services Limited in the Guarantee Application Form or is sent to the email address provided to Master Painters Services Limited in the Claim Form. Where no postal address is provided, the notice may be delivered to the last known place of residence or business or office. Any notice by the Client or the Master Painter to Master Painters Services Limited shall be deemed to be sufficiently given if delivered to Master Painters Services Limited, 7C Gibbons Street, Upper Hutt.

No Waiver

37. No failure or delay on the part of Master Painters Services Limited in enforcing any of its rights or remedies under the Guarantee shall constitute a waiver of that right or remedy.