



Guarantee Terms and Conditions

These Guarantee Terms and Conditions apply to all home improvement and repair services provided by MMVI Ltd. ("the Company") to the customer ("the Customer"). By engaging the services of MMVI Ltd., the Customer agrees to be bound by these terms and conditions.

1. Guarantee Coverage:

MMVI Ltd. guarantees its workmanship on home improvement and repair projects for a period of 12 months from the date of completion. This guarantee covers defects in workmanship only, and specifically excludes the following:

- Normal wear and tear: This includes gradual deterioration of materials or finishes due to regular use and exposure.
- Misuse or neglect: Damage caused by improper use, lack of maintenance, or accidental damage by the Customer or any third party.
- Acts of God: Damage caused by events beyond the control of MMVI Ltd., including but not limited to floods, earthquakes, storms, fires, or other natural disasters.
- Customer-supplied materials: This guarantee does *not* cover defects in materials or products supplied by the Customer.
- Third-party work: This guarantee does *not* cover work performed by any third party not contracted by MMVI Ltd., even if related to the original project.
- Changes made by others: Any modifications or alterations made to the completed work by the Customer or any third party will void this guarantee.
- Failure to follow care instructions: If the Customer fails to follow specific care instructions provided by MMVI Ltd. for the completed work, this guarantee may be voided.
- Consequential or incidental damages: MMVI Ltd. shall not be liable for any consequential or incidental damages arising from any defect in workmanship, including but not limited to loss of use, lost profits, or damage to other property.

2. Exclusion for Third-Party Suppliers:

MMVI Ltd. may utilise materials or products sourced from third-party suppliers in the course of providing its services. While MMVI Ltd. will exercise due diligence in selecting reputable suppliers, *this guarantee specifically excludes defects in materials or products supplied by third parties*. Any claims for defects in such materials or products should be directed to the respective supplier, whose warranty, if any, shall be the Customer's sole recourse. MMVI Ltd. will, where reasonably possible, assist the Customer in making such claims against the supplier.

3. Claim Procedure:

In the event of a defect in workmanship covered by this guarantee, the Customer must notify MMVI Ltd. in writing within 7 days of the defect becoming apparent. The written notice must include:

- A detailed description of the defect.
- The date of completion of the work.
- Proof of payment for the work.
- Photographs or other evidence of the defect.

Upon receipt of a valid claim, MMVI Ltd. will inspect the defect within a reasonable timeframe and determine whether it is covered by this guarantee. If the defect is covered, MMVI Ltd. will, at its option, either repair the defect or replace the defective work.

4. Limitation of Liability:

MMVI Ltd.'s liability under this guarantee is strictly limited to the cost of repairing or replacing the defective workmanship. MMVI Ltd. shall not be liable for any other costs or expenses incurred by the Customer, including but not limited to legal fees, consultant fees, or the cost of alternative accommodation.

5. Governing Law:

These Guarantee Terms and Conditions shall be governed by and construed in accordance with the laws of Scotland.

6. Entire Agreement:

These Guarantee Terms and Conditions constitute the entire agreement between MMVI Ltd. and the Customer regarding the guarantee for home improvement and repair services and supersede all prior or contemporaneous communications and proposals, whether oral or written.

7. Contact Information:

For any questions or concerns regarding these Guarantee Terms and Conditions, please contact:

MMVI Ltd, 1 Ainslie Road, Hillington Park, Glasgow, G52 4RU

8. Updates to Terms and Conditions:

MMVI Ltd. reserves the right to update these Guarantee Terms and Conditions at any time. The most current version will be available on the Company's website www.mmvi.co.uk/tbc-guarantee and will be deemed to be incorporated into any new contracts for services.