

Ecorend® products are guaranteed by Laroc Building Solutions Ltd. Under the terms of this guarantee Laroc Building Solutions Ltd agrees to replace, free of charge, any system components which are proven to be defective. The installation contractor agrees to carry out any works required to reinstate any parts of the system which are found to have been incorrectly installed or applied. This is subject to adherence to the following operating clauses and guarantee terms. Laroc Building Solutions Ltd reserves the right to make changes to the terms and conditions, it is up to the application contractor to ensure that they have the most up to date version.

1 Project Details

- 1.1 Details of the guarantee period and specification should be agreed prior to the commencement of any works.
- 1.2 The System Guarantee Registration Form must be completed prior to the commencement of any works.
- 1.3 The following supporting documents must be attached: Images of the property as specified in sections 3.5, 4.9 and 5.2, copies of Ecorend Registered Contractor certificates, copies of industry specific training certificates, copies of purchase invoices for all specification components, copies of delivery notes demonstrating delivery to site and copies of an approved Ecorend specification.
- 1.4 If the details contained in the System Guarantee Registration Form change, for any reason, Laroc Building Solutions Ltd must be notified immediately or else the guarantee may become invalid.
- 1.5 If, at any point, it is discovered that the information submitted on the System Guarantee Registration Form or any supporting documents is inaccurate or false, the guarantee may be invalidated.

2 Specification

- 2.1 Prior to the commencement of any works, the application contractor must complete the registration form in order to be issued an approved Ecorend specification.
- 2.2 The specification is based on the information submitted by the application contractor; therefore, any misinformation may invalidate the guarantee.
- 2.3 The specification must be followed at all times, using the products specified and following application guidance made available within our product application guidance documents.
- 2.4 The products listed within the specification must be used, no substitutions may be made. If substitutions are made the guarantee may be invalidated. Laroc Building Solutions Ltd recommends that the client requests a copy of the specification provided to the application contractor. If the application contractor cannot supply an approved Ecorend specification, this may suggest that Laroc Building Solutions Ltd are unaware of the project and therefore the work is not likely to be covered by a guarantee upon completion.

3 Prior to Commencement

- 3.1 Prior to the commencement of any works, product must be acquired, and the purchase receipts and proof of delivery to site must be provided to Laroc Building Solutions Ltd.
- 3.2 Upon receipt of the materials, the products must be stored and handled in accordance with the manufacturer's guidance which is available in our product application guidance documents.
- 3.3 Acceptable standards of finish must be agreed prior to the commencement of works. Laroc Building Solutions Ltd guarantees their products to achieve an acceptable finish when applied using competent skill levels and in accordance with application guidance documents.
- 3.4 It is the responsibility of the client to verify the quality of workmanship of the contracted applicator, Laroc Building Solutions Ltd recommends that clients take the necessary precautions and follows pre-contractual advice to protect themselves.
- 3.5 Images of the property prior to application must be submitted with the System Guarantee Registration Form. Images must include, but are not limited to, images of all elevations to be rendered, close-ups of the substrate, distance images of the setting of the property and close-up images of any remedial works carried out prior to application.

4 Application

- 4.1 It is highly recommended that the client inspects the system after the application process has begun to satisfy themselves that the specification is followed, and that the workmanship is to a satisfactory standard. It is often easier to resolve any issues or concerns earlier in the application process, therefore these should be raised with the application contractor as soon as they arise.
- 4.2 All works must be carried out in accordance with the recommendations, clauses, details and specifications pertaining to each element of the system, guidance is available in the form of application guides, technical data sheets, material safety data sheets, application videos and technical support is available on request.
- 4.3 It is up to the application contractor to satisfy themselves that guidance documents are the most up to date version.
- 4.4 Application should be carried out without undue delay which may otherwise result in the deterioration of any previously applied components of the system.
- 4.5 The guarantee covers the system provided by when prepared and installed according to the agreed specification and guidance documents mentioned in section 4.2.
- 4.6 The site must be made available upon request to Laroc Building Solutions Ltd during the application process, Laroc Building Solutions Ltd reserves the right to inspect the project in order to ascertain that all works are being carried out in accordance with all conditions outlined in the terms and conditions.
- 4.7 All works must be carried out by suitably trained and competent operatives otherwise the guarantee may be invalidated.
- 4.8 During the application process provisions must be made to protect the system from adverse weather until the completion and curation of the works in line with project specific specifications.

- 4.9 Images of the property during each stage of application must be submitted with the Ecorend System Guarantee Registration Form. Images include, but are not limited to, images of all elevations being rendered, close-ups of the materials being applied, distance images of the setting of the property and close-up images of apertures, seals, joints, seams and beading.

5 Completion

- 5.1 Upon completion of the project, the site must be made available to Laroc Building Solutions Ltd to allow for a full evaluation of the system application.
5.2 Images of the property on completion must be submitted with the Ecorend Guarantee Application Form. Images include, but are not limited to, images of all rendered elevations, close-ups of the render finish, distance images of the setting of the property and close-up images of apertures, seals, joints, seams and beading.

6 Guarantee Registration

- 6.1 In order that the guarantee be issued, the System Guarantee Registration Form must be completed prior to the commencement of any works. If the application is submitted after works commence, Laroc Building Solutions Ltd maintains the right to refuse the issue of a guarantee.
6.2 The guarantee will be issued once all works have been completed, relevant supporting documentation and imagery submitted and on acceptance of the works by Laroc Building Solutions Ltd.
6.3 The guarantee will be issued to the client at the time of completion and is non-transferable.

7 Aftercare

- 7.1 The render system should be properly maintained in accordance with Laroc Building Solutions Ltd guidelines. Maintenance guidelines are available in application guides, and the technical support team are available to offer additional guidance and support where necessary.

8 Exclusions

- 8.1 The guarantee does not cover any consequential loss or subsequent damage caused by failure of the render system.
8.2 The guarantee does not cover the cost of carriage.
8.3 The cost of machinery, labour, scaffolding and any such related costs will be considered on a case by case basis; contributions towards such costs may vary.
8.4 The guarantee covers specific areas of defect and reparation is limited to such areas as deemed practical for the completion of the repair within reasonable limiting boundaries.
8.5 The guarantee does not cover accidental or wilful damage to the render system by tradesmen or general dirtying of the render system.
8.6 The guarantee does not cover fissures or cracks in the system that are the result of the accelerated drying process, and substrate stress, and which are not considered detrimental to the system in so far as supporting water penetration.
8.7 Laroc Building Solutions Ltd shall not be held responsible for the failure of or application of third-party materials not supplied by Laroc Building Solutions Ltd, which may result in failure of or detriment to the Ecorend system.
8.8 The guarantee does not cover third party claims.
8.9 If, for any reason, the system fails as a consequence of underlying structural problems or factors not related to the integrity of the Ecorend system itself, Laroc Building Solutions Ltd shall not be held liable.

9 Claims

- 9.1 Claims shall be submitted within 48 hours of any system failure.
9.2 Claims shall be supported by all relevant documentation and imagery, as specified in points 3.5, 4.9 and 5.2.
9.3 All claims shall be evaluated by Laroc Building Solutions Ltd. Evaluation may include a sample of the system being taken for further laboratory testing in order to determine the cause of the reported issue.
9.4 The site must be made available upon request during the claims process for Laroc Building Solutions Ltd employees to assess the claim.
9.5 If a claim is found to be fraudulent, the claimant may be held liable for any costs incurred in the claim's evaluation process.
9.6 If the claim is found to be valid, Laroc Building Solutions Ltd will replace the materials like for like, excluding the cost of carriage, application and other associated costs which remain the responsibility of the application contractor.
9.7 Any claims submitted outside of the claims window shall be deemed invalid.
9.8 Non-adherence or non-compliance with any points contained within these terms & conditions may lead to the immediate invalidation of any guarantee and/or cancellation of any ongoing claim.

Important information: Projects must be completed with all guarantee documents sent to Ecorend Technical Services Department within 90 days of project completion. Failure to do so within this period will deem any guarantee request invalid.

I have read and accepted the terms and conditions outlined above.

Name

Date

Signed