

# WARRANTY TIMELINE – YOUR QUICK GUIDE

1st DAY OF DESPATCH

12 MONTH WARRANTY

## IMPORTANT

Damages or missing items to be reported within **15 working days from despatch**

### Stage

1

From the point of delivery, the park owner will arrange for the home to be sited and commissioned during the first 5 days, in preparation for the PDI visit

### Stage

2

PDI is completed within **15 working days from despatch** and any outstanding issues listed

### Stage

3

**Within 5 working days from completion of PDI** the park/home owner can supply a list of defects (excluding damaged or missing items)

### Stage

4

All items collated from PDI and list received within 5 working days from PDI will be completed within **30 working days** following receipt of the final list

## IMPORTANT

12 months warranty will be activated upon occupation **up to a maximum of 12 months from despatch** (whereby the 12 months warranty will automatically be activated)

### Stage

5

**5 working days from occupation** (if sold through a park and **within the first 12 months from despatch**) the home owner can supply a list of defects (excluding damaged or missing items) if submitted by the 5th day and accompanied by the park registration form

### Stage

6

**11 months from occupation** the park/home owner can supply a final list of defects (excluding damaged or missing items)

From completion of PDI until **12 months from occupation – up to a maximum of 24 months from despatch** the home is warranted for emergency product failures which can be reported at any point (electrical, plumbing, security – where it is rendered not fit for purpose)