Border Home Services

Steve Longmore | Whitchurch

12-month workmanship warranty

Please keep this sheet with your quote or invoice. It covers the work I carried out at your property for 12 months from the date I completed it. I'll confirm the completion date in writing.

What I'll put right

If a fault caused by my workmanship appears during those 12 months, I'll put it right within a reasonable time, at my cost. That includes the labour and materials needed for the repair.

Materials, wear and later damage

My fitting work is covered even if you bought the item yourself. If I supplied an item and you think it is faulty, you can come straight to me, including where the manufacturer offers a guarantee.

Fair wear and tear, accidental damage and alterations by someone else are outside this warranty to the extent they caused the problem. If my work also contributed, I'll assess that part.

How to get in touch

Call or email me with the job address and a short description of what's happened. A photo or invoice reference is helpful if you have one. I'll discuss the next step, arrange a visit if needed and explain my reasons in writing if we disagree about cover.

Your legal rights

This warranty is in addition to your statutory rights, including the right to work carried out with reasonable care and skill. You can still use those rights after the 12 months are up.

Steve Longmore, trading as Border Home Services

07378 420093 | Borderhomeservice@gmail.com

26B Bark Hill, Whitchurch, Shropshire, SY13 1DJ