

Great Western Landscaping

3 Year Warranty

Scope of the Warranty

This warranty applies to the following products and services offered by Great Western Landscaping:

- Patios
- Block Paved Driveways
- Resin Driveways
- Tarmac Driveways
- Concrete Driveways
- Gravel Driveways
- Fencing
- Sleepers
- Retaining Walls
- Artificial Lawns
- Natural Lawns
- Water Features
- Timber Work

Warranty Terms and Conditions

1. Coverage Duration – This warranty is valid for three (3) years from the date of completion of the project.
2. Complaints – The owner must notify Great Western Landscaping in writing within thirty (30) days of discovering any defect.
3. Inspection and Verification – An inspection will be scheduled to verify whether the defect is covered.
4. Remedy – If confirmed, Great Western Landscaping may repair or replace defective workmanship at its discretion.
5. Exclusions – This warranty does not cover normal wear and tear, damage from external factors, alterations, improper maintenance, or inadequate drainage.

6. Transferability – This warranty is non-transferable and applies only to the original owner.

7. Limitation of Liability – Liability is limited strictly to repair or replacement of defective workmanship.

Maintenance Guidelines

Regular inspections should be carried out to check for signs of wear or damage.

Cleaning – Soft washing only is recommended. Use of a pressure washer will void the warranty.

Weed Control – Remove weeds using non-damaging methods. (No jet washing).

Turfing, seeding & plants are not covered under warranty due to being natural living installations.

Sealing – Certain surfaces may benefit from sealing to improve longevity.

Repair damage promptly to prevent further deterioration.

Workmanship

All work is installed to a high industry standard. We will repair workmanship-related problems reported within the 3-year period. Damage, settlement, or external factors are not covered.

Concrete and Masonry

A 3-year workmanship warranty applies to brick and paving installations with new concrete foundations.

- Broken or cracked joints
- Deteriorated joints
- Loose stones or bricks
- Concrete cracks wider than 1 inch (repaired, not replaced)

Not covered: damage from chemicals, acts of God, settlement, impact, misuse, or hairline cracks from weather exposure.

Hardscape Materials

Manufactured products are covered by their respective manufacturers. Natural stone may contain inherent characteristics such as cracking or shaling. Labour is not included for third-party material defects.

Timber Warranty & Natural Characteristics

Timber is a natural, breathable material that will expand, contract, and change appearance due to weather exposure. These characteristics are not defects.

- Natural shading or colour variation
- UV fading or discolouration
- Mould, mildew or black spot
- Tannin bleed
- Surface checking or minor cracks
- Warping or movement after installation
- Seasonal expansion or shrinkage

Timber installation is covered only where incorrect workmanship is proven.

- Incorrect fixing methods
- Inadequate structural support
- Failure to follow installation standards

This warranty covers installation workmanship only, not the natural behaviour of timber.

Claim Procedure

Submit written notification with photographs where possible. An inspection will be arranged and confirmation provided regarding coverage.

Customer Obligations

- Notify us promptly of defects
- Follow maintenance guidelines
- Provide reasonable property access
- Retain installation documentation

Limitations of Warranty

This warranty does not cover consequential damages, personal injuries, or surrounding property damage. Liability is limited to repair or replacement of defective workmanship only.

Conclusion

This warranty ensures your investment is protected for three years from the original completion date. Thank you for choosing Great Western Landscaping.