

Warranty Policy

Summary

At **KCC Team Ltd**, we stand by the quality of our work and offer a **12-month warranty** on our workmanship. Any parts we supply are covered under the **manufacturer's warranty**, subject to their terms and conditions.

To ensure a fair and effective warranty process:

- Any issues must be reported **as soon as reasonably possible** to prevent further damage.
- We must be given the **first opportunity** to assess and rectify the issue before any third party is involved.
- Warranty does not cover issues arising from **misuse, external damage, or interference by another party**.

For full details, please read our **Warranty Terms & Conditions** below.

Full Warranty Terms & Conditions

1. Workmanship Warranty

- We provide a **12-month warranty** on all services carried out by **KCC Team Ltd** from the completion date.
- This covers defects in **workmanship**, ensuring repairs or installations are completed to a professional standard.

2. Parts & Manufacturer Warranty

- Any parts, appliances, or equipment supplied by us are covered **under the manufacturer's warranty**.
- Manufacturer warranties may vary in duration and cover.
- If a part fails, we will assist in liaising with the manufacturer, but final warranty claims are subject to their approval.

3. Warranty Exclusions – When We Cannot Cover Repairs

We are unable to provide warranty coverage in the following circumstances:

A. Failure to Notify Us Promptly

- Any issues must be **reported as soon as reasonably possible**.
- For urgent issues (e.g., leaks, loss of heating or water), failure to notify us within a **reasonable timeframe** may void the warranty if additional damage occurs.

B. Third-Party Interference

- If another engineer, contractor, or third party attempts to repair or modify our work **before we are given the opportunity to rectify it**, the warranty becomes void.
- We must be the **first point of contact** for any warranty-related issues.

C. Misuse, Accidental Damage, or External Causes

- Our warranty does not cover **accidental damage, improper use, or external factors** such as:
 - Tampering, improper adjustments, or DIY repairs.
 - External causes (e.g., power surges, flooding, freezing, or structural movement).
 - Use of incorrect fuels, chemicals, or water pressure beyond design specifications.

D. Lack of Maintenance & General Wear & Tear

- Boilers, heating systems, and appliances **must be maintained** as per manufacturer guidelines.
- Lack of servicing, sludge buildup, or water quality issues can impact performance and may void warranty coverage.
- Components subject to natural wear and tear (e.g., seals, washers, gaskets) are not covered unless due to faulty installation.

E. Unauthorised Supply of Parts

- If a customer supplies their own parts, **we do not offer any warranty** on those items.
- We only warrant parts **supplied and fitted by us**.

4. Liability Limitations

- **Consequential Damage** – We cannot be held liable for damages resulting from an unreported issue. It is the customer's responsibility to notify us **immediately** to prevent further damage.
- **Indirect Costs** – We do not cover costs for alternative accommodations, loss of earnings, or other indirect costs due to system failures.

5. How to Make a Warranty Claim

1. **Contact Us** – Notify us via **admin@kccteam.co.uk** or **01273 671617** as soon as possible.
2. **Provide Details** – Include photos, descriptions, and relevant information.
3. **Inspection & Resolution** – We will assess the issue and arrange a suitable resolution.

By using our services, customers **agree to these terms**, ensuring fair and professional handling of all warranty claims.