



## Ultimate Electric Services

ABN: 73 297 081 849

### Workmanship Warranty Policy

## 5-Year Workmanship Warranty

At Ultimate Electric Services, we take pride in delivering high-quality electrical services. To demonstrate our commitment to excellence, we offer a **5-year workmanship warranty** on all labour performed by our team.

### What is Covered:

- Defects arising directly from faulty workmanship or installation errors by Ultimate Electric Services.
- Labour costs for repairs or corrections required due to our workmanship.

### What is Not Covered:

- **Products/Materials:** All products, components, or materials supplied as part of our services (e.g., electrical fixtures, RCBOs, EV chargers, appliances) are covered by the manufacturer's warranty. Ultimate Electric Services does not provide warranties on products or materials; however, we will gladly provide you with manufacturer warranty details for any products we install.
- **This warranty does not cover damage caused by:**
  - Misuse, neglect, or failure to follow operating instructions.
  - Modifications or repairs by third parties.
  - Natural wear and tear (e.g., fading, scratches, or normal degradation over time).
  - Accidents or external factors (e.g., power surges, weather events). We recommend using surge protectors or other protective devices to safeguard your electrical equipment from power surges.
  - Improper use of the installed products or equipment.

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## Manufacturer Warranties

- All products or materials installed by Ultimate Electric Services come with their own manufacturer warranties.
  - We will provide you with the manufacturer's warranty documentation (if available) for your records.
  - For manufacturer warranty claims, please contact the product supplier or manufacturer directly. If you require assistance, we are happy to guide you through the process.
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## How to Make a Workmanship Warranty Claim

### 1. Notify Us in Writing:

- Contact us within **14 days** of discovering the issue.
- Email: [contact@ultimateelectricservices.com.au](mailto:contact@ultimateelectricservices.com.au) | Phone: 0404 360 546
- Your request should include:
  - Your name and contact details.
  - A description of the defect.
  - Photos or evidence of the issue (if possible).

### 2. Inspection:

- We will inspect the workmanship within **10 business days** to determine if the issue is covered under this warranty.

### 3. Resolution:

- If the claim is valid, we will repair or re-perform the labour at no cost to you.
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## Important Terms

- **Call-Out Fee:** A call-out fee may apply if the issue is not covered under this warranty. We will provide an estimate before proceeding.
  - **Statutory Rights:** This warranty does not exclude, restrict, or modify your rights under the Australian Consumer Law (ACL).
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## Limitations

- This warranty applies only to the original customer and is non-transferable, unless otherwise agreed in writing.
  - This warranty applies only to work performed by Ultimate Electric Services and must be supported by your original invoice.
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## Contact Us

### Ultimate Electric Services

**ABN:** 73 297 081 849

**Email:** [contact@ultimateelectricservices.com.au](mailto:contact@ultimateelectricservices.com.au)

**Phone:** 0404 360 546

**Sydney, NSW 2000**