

WARRANTY FACT SHEET

SERVICING / PREVENTIVE MAINTENANCE DURING DEFECT WARRANTY PERIOD

Al Mouj Muscat will respond to in-unit warrantable requests during the -1year defect liability period from the date of Legal completion expiry date or the handover Date whichever is earlier.

As a home owner, it is imperative that you enter a preventive maintenance contract to regularly service, condition and rectify equipment faults caused by wear and tear.

WARRANTY DEFECT LIABILITY PROTECTION

WHAT IS COVERED:

- Defects in material and workmanship in the electrical, plumbing and cooling delivery and distribution systems.
- Defects in materials and work, which result in the detachment, displacement or deterioration of exterior cladding, leading to detachment or serious deterioration.
- Defects in materials and work including caulking, windows and doors so that the building envelope prevents water penetration.

Cosmetic surface damage caused during construction is readily noticeable during the Home Demonstration and must be notified at that time. Such damage including scratches, dents, gouges, paint or tears can also occur during the move-in process or through daily activity. Therefore, after we correct any items noted on the Home Demonstration form, repair of cosmetic surface damage is Home owners responsibility. Please be advised that this also includes paint touch-ups.

WHAT IS NOT COVERED:

- Al Mouj Muscat will not provide any preventive maintenance including periodic service of Air conditioning and flushing of water tank during the warranty period [This is Home owners responsibility]
- Defects in materials, design and workmanship supplied by the Purchaser or his/her contractors.
- Secondary damage resulting from defects that are under defect liability. The defects themselves are covered, but not any other personal or property damage.
- Normal wear and tear.
- Damage caused by improper maintenance and misuse.
- Normal weathering of exterior finishes.
- Damage to parking garage caused by the misuse or lack of cleanliness
- Painting, wallpapering or refinishing of any drywall/plaster repairs.
- Plumbing blockages (including roof, balcony drains) other than those caused by construction debris
- Damage of plumbing fixtures due to abrasive cleaners or careless use.
- Replacement of faucet washers and "O" rings.
- Exact colour match of any replacement material.
- Items not reported in writing within the applicable defect warranty time frames.
- Deficiencies caused by home owner's neglect or improper maintenance.
- Damage due to the effects of vandals, acts of nature [e.g. floods, high winds], civil commotion riots, insurrection of war.
- Defects not notified on timely basis [thus leading to further damages].
- Design issues as accepted at handover.



10 YEAR STRUCTURAL WARRANTY

WHAT IS COVERED:

Firstly we should define what we mean by the 'building structure'. This means the foundations that the building is constructed upon, any defects in its structural frame (vertical and horizontal columns & beams) and all its interconnecting floor and roof slabs will be covered under structural warranty. Simply put the 'structure' is the load bearing part of the building.

WHAT IS NOT COVERED:

Material and equipment fitted within or to the structure.' covers all the remaining materials used within the building and this includes all the internal walls, all the materials used in providing the services within the building such as electricity, drainage, air conditioning and water and all the internal finishes which includes all the joinery, tiling, sanitary fixtures, kitchen cabinets and appliances, in fact anything that is provided at handover as part of the property but which is not defined above as the 'building structure'

SERVICE REQUEST PROCESS

Shortly after receiving and acknowledging your Service Request, Our customer service executive will contact you to set up an appointment for defect assessment and agreed Work Orders are issued to our contractors .We will schedule a time for your defect liability service work to be completed.

For all warranty request contact our aftercare team on **+968 24534444** or email **aftercare@almouj.com**