

Warranty

— fact sheet



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al mouj
مسقط muscat



SERVICING / PREVENTIVE MAINTENANCE DURING DEFECT WARRANTY PERIOD

Al Mouj Muscat will respond to in-unit warrantable requests during the 1-year 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 in a preventive maintenance contract to regularly service, condition and rectify equipment faults caused by wear and tear.

Please refer to the Home Care package provided during property handover.

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 workmanship including caulking, windows and doors which work as part of the building envelope to prevent water penetration.
- Cosmetic surface damage caused during construction that is readily noticeable during the Home Demonstration and must be notified at that time. Such damage including scratches, dents, gouges, paint or tears this can also occur during the move-in process or through daily activity.
- After we correct any items noted on the Home demonstration form, repair of cosmetic surface damage is the homeowners' 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 homeowners' responsibility]
- Defects in materials, design and workmanship supplied by the homeowners' or his/her contractors.



- Secondary damage resulting from defects that are under defect liability. The defects themselves are covered, but not any other consequential 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 and painting
- Wallpapering or refinishing of any drywall/ plaster repairs. Reinstatement of areas affected by the works will be as per the original design specification
- Plumbing blockages (including roof, balcony drains)
- 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.



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 of 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:

Following the defect assessment, work orders will be issued for these items which Al Mouj Muscat agree is covered by the defect liability warranty. We will schedule a time for your defect liability service work to be completed.

For all warranty requests contact our aftercare team on:

800 77776 | +968 2453 4444

or email aftercare@almouj.com

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