

**Thompson & Son**  
**Paving & Driveways**  
**Guarantee**

Thompson & Son Driveways guarantees against defects arising in their workmanship for the project undertaken for you. The guarantee for driveways is 10 years and for patios and concrete it is 5 years. This might vary according to the nature of the work undertaken and you will be advised of this at the time we provide a quote following survey. Materials used in the construction have a manufacturer's warranty and this will apply in respect of any product failure.

Our guarantee is subject to the following conditions:

- 1) The guarantee commences upon satisfactory completion of the work and when full payment has been received by us.
- 2) The guarantee is issued to the original customer and is non-transferable.
- 3) The guarantee is in respect of installations intended for domestic use only.
- 4) You should report any defects via our contact details provided at <https://thompsonandsondriveways.co.uk> within 7 days of discovering the defect.
- 5) We will explain to you upon completion of the work the manufacturer's or general instructions for maintaining your finished project to ensure it looks and performs it best for many years. The guarantee does not cover the effects of the customer not undertaking these maintenance steps.
- 6) It will also be explained to you that a small amount of settlement is to be expected once the new surface is put to use and taking traffic.
- 7) Whilst we take every step to ensure that substrates are fully prepared and compacted and appropriate sub-bases are used, the guarantee does not cover heave, subsidence, settlement, collapse of any substrate or previous construction or ground feature undetectable at the time of excavation, or as a result of subsequent adjacent works.
- 8) The guarantee does not cover failure or damage of our work performed owing to environmental factors such as vegetation, tree roots, falling branches or trees, a rise or fall in substrate water content, extreme fluctuations in temperature, failure of drains, flooding, drought, or any other unforeseen damage.
- 9) The guarantee does not cover wear, tear, gradual deterioration, loss of grouting material, natural loss of colour, or the spillage or seepage of any liquid or substance onto the surface.
- 10) The guarantee does not cover damage arising from accident, impact, commercial vehicles or machinery whether they are being used for commercial purposes or not, or the placement of heavy objects on the finished surface such as builder's skips, pallets or stacks of building materials etc.
- 11) The guarantee does not cover damage arising from war, strikes, riots, acts of terror, vandalism, or civil commotion.
- 12) If any remedial work is required under the guarantee we will endeavour to use the same or similar materials as original but this will be subject to availability at the time of repair and batch differences might result in shade variations.
- 13) Nothing set out above affects your statutory rights.