



## Quality Promise & Warranty Guide

Built for Australian conditions | Professional installation | Clear warranty support

At Inspire Patios, we stand behind the quality of our installation. This one-page guide summarises the key warranty areas for patio projects completed by Inspire Patios.

<b>15 Year Structural Warranty</b>	Covers the structural performance of the installed patio frame and roof system under normal residential use, where failure is directly caused by installation workmanship or structural installation defects. Where accepted, rectification may include reasonable labour and replacement materials required to restore the affected structural component.
<b>2 Year Installation &amp; Workmanship Warranty</b>	Covers non-structural installation defects such as flashings, trims, fixings, rattles, minor leaks or workmanship-related issues caused by the installation.
<b>Manufacturer Product Warranties</b>	Manufacturer warranties apply separately to supplied products including roof panels, coatings, finishes, electrical items, fans, lights and accessories. Inspire Patios will assist with warranty coordination where applicable, subject to manufacturer terms.
<b>NSW Statutory Rights</b>	This warranty is provided in addition to any statutory warranties and consumer rights that apply under NSW residential building laws and Australian Consumer Law. Nothing in this guide is intended to remove or limit rights that cannot be lawfully excluded.
<b>Exclusions</b>	This guide does not cover storm, hail or extreme weather events, impact damage, owner modifications, unauthorised repairs, misuse, poor maintenance, corrosion outside specified environments, ground or building movement beyond builder control, or damage caused by other trades or third parties.
<b>How to Make a Warranty Claim</b>	Email <a href="mailto:sales@inspirepatios.com.au">sales@inspirepatios.com.au</a> with the project address, photos, a clear description of the issue and your best contact details. Claims should be submitted promptly after the issue is first discovered.

**Website:** [www.inspirepatios.com.au](http://www.inspirepatios.com.au) | **Warranty Claims:** [sales@inspirepatios.com.au](mailto:sales@inspirepatios.com.au)

Important: This guide is a summary only and should be read together with the signed contract, any project-specific documentation, manufacturer warranty terms and applicable statutory rights.