

Refund & Warranty Policy

Christchurch Roofing & Cladding Ltd

1. Legislative Protections

1.1 All residential roofing work is protected by the New Zealand Building Act. This includes a 10-year implied warranty covering materials and workmanship, whether or not this is stated in the contract.

1.2 A 12-month defect liability period also applies, during which any issues identified must be rectified by us at no additional cost.

1.3 These protections cannot be excluded by contract, though they may not apply in cases of neglect, natural disaster, or improper maintenance.

2. Consumer Guarantees Act

2.1 As a service provider, we are bound by the Consumer Guarantees Act. This ensures that services are delivered with reasonable skill and care, within a reasonable timeframe, and that materials used are fit for purpose and of acceptable quality.

2.2 If we fail to meet these standards, we will repair the fault at no charge. If that is not possible, you may hire an alternative provider and claim the cost from us.

3. Fair Trading Act

3.1 This legislation prohibits misleading or deceptive claims. We will never misrepresent our qualifications or affiliations. Any false claim is grounds for a refund or cancellation of service.

4. Workmanship Warranty

4.1 We stand behind our work with a five (5) year workmanship warranty. This applies to all full roof installations and re-roofs completed by our team.

4.2 Warranty claims may be voided in cases of third-party alterations, extreme weather damage, or lack of routine maintenance.

5. Product Warranty

5.1 Roofing materials are covered under manufacturer warranties. These generally protect against corrosion and paint degradation, subject to geographic and environmental conditions.

5.2 Materials are selected to match site conditions. Improper use or selection outside of guidance may invalidate the warranty.

6. Refunds

6.1 Due to the nature of construction work, completed services are not generally refundable. Refunds will only be considered where there is a breach of contract or legal obligation, and must be requested in writing within 30 days of invoice.

6.2 If a job is cancelled prior to commencement, any unused deposit will be refunded, minus any cost of goods ordered or admin fees incurred to date.

7. Contact and Claims

7.1 To initiate a warranty or refund claim, please contact us via email at info@roofingandcladding.co.nz with full details and supporting documentation.

7.2 We aim to resolve all valid claims promptly and fairly, in accordance with our legal obligations and service commitments.

8. Contact Us

8.1 For any questions or concerns regarding this policy, please contact us at:

Email: info@roofingandcladding.co.nz

Phone: (+64) 021 221 1568

Address: 19 Kibblewhite Street, New Brighton