

WORKMANSHIP GUARANTEE CERTIFICATE

GUARANTEE — THE CUSTOMER KEEPS THIS

The builder's own written guarantee for the work on one job — cover, exclusions, how to claim

KD-TA-WG-004 Rev A0

For the builder. Give this with the completion certificate (KD-TA-CC-003), free of charge as part of the job. Consumer Rights Act 2015 s.30 applies to a guarantee of goods supplied with the work: if you tick the materials box in section 3 it applies to that part, and this certificate is laid out to meet it — plain language, your name and address, how long it lasts and where it applies, how to claim, and a statement that the customer's legal rights are not affected, in writing and in English. Do not advertise this guarantee as giving more than it does: your customer already has legal rights, and presenting those rights as a special feature of your offer is banned (Digital Markets, Competition and Consumers Act 2024 Schedule 20 para 11). What a guarantee can genuinely add is a buyer of the property being able to use it, fixed response times, and — if you choose the first cover in section 5 — cover without the customer having to show you were careless. Keep the exclusions few and fair. Do not claim membership of any scheme you do not belong to.

1 WHO GIVES THIS GUARANTEE

BUSINESS NAME	LEGAL STATUS	COMPANY NUMBER (IF ANY)
ADDRESS	TELEPHONE	EMAIL

2 WHO IT IS GIVEN TO, AND WHERE

CUSTOMER NAME(S)	PROPERTY ADDRESS		
JOB / QUOTATION REF.	COMPLETION CERTIFICATE REF.	GUARANTEE NO.	DATE GIVEN

3 THE WORK THIS GUARANTEE COVERS

WORK COVERED

☐ Our workmanship only

☐ Our workmanship and the materials we chose and supplied (except the products listed in section 5)

4 HOW LONG IT LASTS AND WHERE IT APPLIES

STARTS ON	LASTS FOR	ENDS ON	APPLIES TO

5 WHAT IS COVERED AND WHAT IS NOT

Covered [builder: tick one]:

- ☐ Any defect in the work described in section 3 (and, where ticked, the materials we chose and supplied) that appears during the period in section 4 — unless an exclusion below applies. You do not have to show that we were careless. We will inspect it and put it right at no cost to you.
- ☐ A defect in the work described in section 3 (and, where ticked, the materials we chose and supplied) that appears during the period in section 4 because of the way we did the work. We will inspect it and put it right at no cost to you.

Not covered:

- ☐ Fair wear and tear — the normal ageing of materials in use.
- ☐ Damage caused by misuse, neglect, accident, or not following the care or maintenance instructions we gave you in writing.
- ☐ Work altered, repaired or added to by anyone else after we finished — for the part that was affected.
- ☐ A fault in a product itself (for example the boiler) listed below: this guarantee does not cover it, the manufacturer's guarantee does, and we will help you use it. This does not affect your legal rights against us for goods we supplied and fitted (section 8). Our fitting of the product is covered by this guarantee.

PRODUCTS COVERED BY THE MANUFACTURER'S GUARANTEE

OTHER EXCLUSIONS FOR THIS JOB (KEEP THEM FEW, FAIR AND EXPLAINED)

These exclusions limit this guarantee only. They do not limit your legal rights (section 8).

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6 HOW TO MAKE A CLAIM

Tell us in writing — letter or email to the address in section 1 — as soon as you can after you notice the defect. Say what it is and where, when you noticed it, and send photographs if you can. Keep this certificate. We will give you our decision in writing, and if we decide the defect is not covered we will tell you why. If you disagree, tell us why in writing; if we belong to a trade body or scheme with a dispute service we will tell you how to use it, and Citizens Advice gives free advice.

WE ACKNOWLEDGE A CLAIM WITHIN

WE INSPECT WITHIN

WE TELL YOU WHAT WE WILL DO WITHIN

URGENT (E.G. WATER LEAK)

CLAIMS TO

WHAT WE NEED FROM YOU

7 IF THE PROPERTY IS SOLD

This guarantee passes to the next owner of the property for the rest of the period, and the next owner can enforce it (Contracts (Rights of Third Parties) Act 1999 s.1). The new owner should tell us their name and address.

This guarantee is for the customer named in section 2 only and ends if they sell the property.

8 YOUR LEGAL RIGHTS

YOUR LEGAL RIGHTS ARE NOT AFFECTED

This guarantee does not affect your legal rights. The law requires the work to be carried out with reasonable care and skill, and any goods or materials supplied must be of satisfactory quality, fit for purpose and as described, and correctly installed (Consumer Rights Act 2015 ss.9 to 11, 15 and 49). If the work is not done with reasonable care and skill, you can ask for it to be put right at no cost; if that is not possible or is not done within a reasonable time, a price reduction; and other remedies such as damages remain (ss.54 to 56). Faulty goods have their own remedies against the business that supplied them (s.19). No term can take away or limit your rights about goods (s.31) or take away your rights about the work; a term that limits your rights about the work does not bind you if it would stop you getting back what you paid, or if it is unfair (s.57). Your legal rights do not end when this guarantee ends: in England and Wales a claim for breach of contract can generally be brought up to six years after the breach (Limitation Act 1980 s.5). Citizens Advice gives free advice on consumer rights.

9 WHAT THIS GUARANTEE IS WORTH

This guarantee is given by the business named in section 1 and is only as good as that business. If the business stops trading, no one else is bound to honour it. It is not backed by insurance unless an insurance-backed guarantee is attached and recorded below.

No insurance-backed guarantee is attached to this guarantee

An insurance-backed guarantee is attached — details below. Its own terms govern that cover.

INSURANCE PROVIDER

POLICY / CERTIFICATE NO.

COVER FROM – TO

10 SIGNATURES

The business gives this guarantee on the terms above, free of charge as part of the work. The customer confirms they have received a copy.

Given for the business:

PRINTED NAME

POSITION

SIGNATURE

DATE

Received by the customer:

PRINTED NAME

POSITION

SIGNATURE

DATE

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R REVISION HISTORY

Every revision of this document, and every review that found nothing to change. The revision on the front of this sheet is the one you are holding — check kubitdocs.com for the current one before use.

Rev	Date	Class	What changed	Authorised by
D0	2026-09-13	first-issue	First issue.	— not yet approved —
A0	2026-09-13	review	Approved for issue by the author. Content unchanged from the reviewed draft; the draft status strip is removed. No independent third-party review has been carried out.	Author — director, UK principal contractor, SMSTS. Not an independent review.

Class: first-issue · material (the law, a control, a field or the scope changed — past buyers are notified) · editorial (wording or layout only) · review (checked, nothing changed) · withdrawal. Revision prefix D = draft, not approved and not for sale; A = approved for issue by the person named, on the date shown.