



Workmanship Guarantee & Warranty Guide

At Mashworth Services, we take pride in delivering work to a professional standard that lasts.

This guide explains clearly what is covered by our workmanship guarantee, how manufacturer warranties apply, and what you can expect if any issues arise.

Our Workmanship Guarantee

All electrical installation work carried out by Mashworth Services is covered by a **3-year workmanship guarantee** from the date of completion.

This guarantee covers the quality of the installation itself.

If a fault arises as a direct result of how the work was installed, we will return and rectify the issue at no cost within the guarantee period..

This guarantee applies to the quality of the installation itself and is separate from manufacturer warranties on products and equipment..

What Is Covered

The workmanship guarantee covers:

- Faults arising directly from how the installation has been carried out
- Incorrect installation of cables, accessories, or equipment
- Loose or improperly terminated connections
- Workmanship that does not meet expected standards
- Work carried out by Mashworth Services and any trades working under our direction

What Is Not Covered

The workmanship guarantee does not cover the following, as these fall outside of installation responsibility:

- General wear and tear
- Misuse or lack of maintenance

- Alterations or additions made after our work is completed
- Damage caused by third parties or other trades not appointed or controlled by us
- Customer-supplied materials or equipment
- Faulty or failed products or materials
- Product failure outside of manufacturer warranty period

Materials & Manufacturer Warranties

All materials and equipment supplied are covered by the manufacturer's warranty.

These warranties vary depending on the product and are typically between 12 months and several years.

If a product develops a fault:

- We will assist where possible in identifying the issue
- Any replacement or repair will be subject to the manufacturer's warranty terms
- Labour may be chargeable where the issue is not related to workmanship
- If it falls outside our scope, we'll explain and advise on next steps

We will always aim to guide you through the process and make this as straightforward as possible.

Reporting an Issue

If you believe there is an issue with the installation:

- Contact us with details of the problem
- We will assess whether it relates to workmanship or product warranty
- If covered, we will arrange a suitable time to return and resolve it

We aim to handle all issues promptly, fairly, and in line with our professional standards.

As a Which? Trusted Traders endorsed business, you also have access to their independent Alternative Dispute Resolution service if needed. [Find out how this works here.](#)

Our Approach

We aim to keep everything straightforward and fair.

If something isn't right, we want to know - so we can put it right.

Our approach is always to be clear, honest, and practical in how we deal with any issues.

Typical Scenarios - How We Handle Them

To help make things clear, here is how different situations are handled

Fault caused by installation (workmanship issue):

If a fault occurs due to how the work was installed within the 3-year workmanship guarantee period, it is fully covered. We will return and put it right at no cost.

Faulty product within manufacturer warranty period:

If a product we supplied develops a fault within its manufacturer warranty period, we will assist in resolving this. This is typically covered, and we will coordinate repair or replacement where applicable.

Customer-supplied materials or equipment:

Where items are supplied by the customer, we are not responsible for product faults, failures, or suitability.

We are happy to provide guidance where requested; however, the final responsibility for product selection remains with the customer.

Any return visits or replacements relating to these items may be chargeable.

Product failure outside manufacturer warranty period:

If a product fails outside of its manufacturer warranty period, this would not be covered under the workmanship guarantee.

However, we will always aim to assist in resolving the issue in a fair and practical way. This may include diagnosing the fault, advising on replacement options, or carrying out remedial works at a reasonable cost.

This guide is intended to clearly explain how our workmanship guarantee and product warranties are applied in practice.

For full details, please refer to our **Terms & Conditions..**
