

Our warranty does not include:

- Problems with any workmanship, materials or appliances that you have bought or added to the property
- Damage caused by storms or accidentally, by negligence, abuse or poor maintenance of the property or appliances
- If blockages in pipes are found to be caused by inappropriate disposals of waste, this may be charged
- Any cosmetic defects such as scratches, chips or marks that have not been reported to a member of the Hill team within seven days of legal completion. This includes decoration to woodwork, walls and ceilings, flooring, tiling, kitchen units and work surfaces, bedroom and bathroom furniture, sinks, sanitary ware, appliances, glass and other similar items. Outside of this time frame it would be difficult to prove how the damage was caused
- Any problems caused by natural shrinkage or condensation
- Any inconvenience, distress or consequential loss of enjoyment, use business or income caused by remedial works, assuming all reasonable steps have been taken to minimise disruption

Those items not covered when caused by a lack of annual service and maintenance include:

- Boiler
- Gas Fire

Those items not covered when caused by lack of customer maintenance include:

- Immersion heater and hot water cylinder
- Mastic seals
- Shower heads
- Door and Window locks
- Security alarms
- Outside taps
- Garage doors
- Leaking guttering
- Fences and gates
- Turf and soft landscaping

Those items not covered when caused by storm damage:

- Fences and gates
- Roof tiles

Those items not covered if not reported to a Hill representative in writing within seven days after legal completion:

- Cosmetic damage to white goods/electrical appliances
- Cosmetic damage to kitchen units, worktops and sinks
- Cosmetic damage to sanitary ware, shower cubicles ,trays and doors
- Cosmetic damage to ceramic wall tiling
- Cosmetic damage to all floor coverings
- Cosmetic damage to decorations ,walls, ceilings, doors and woodwork
- Cosmetic damage to any fitted furniture eg wardrobes, fireplaces, bathroom furniture
- Cosmetic damage to sockets and switches
- Damage or scratches to glass

Those items not covered at all:

- TV aerial reception
- Normal shrinkage and condensation that can be reasonably expected during the drying out process
- Blockages in pipes due to inappropriate disposal of waste

- Pest infestation
- Garden landscaping and turf
- Wear and tear throughout the home
- Neglect and failure to maintain
- Damage caused by neglect and failure to follow operating instructions
- Your own alterations
- Wilful damage

Your new home is covered by a ten year NHBC warranty. As one of the major independent regulators in the industry, the NHBC (National Housing Building Council) endeavours to raise house building standards. The policy provides complete cover for new home buyers for the first two years after legal completion, plus a further eight years' protection against structural failure or core issues. For detailed on the NHBC warranty, click [here](#).