

**REQUEST FOR WARRANTY/ MAINTENANCE CLAIMS**

Date: \_\_\_\_\_ Building Name: \_\_\_\_\_

Address: \_\_\_\_\_

Apt # \_\_\_\_\_

**CONTACT DETAILS**Name: \_\_\_\_\_ *Owner/ Tenant/ Managing Agent/ Body Corporate*

Phone No. \_\_\_\_\_

Email Address: \_\_\_\_\_

Access Details: \_\_\_\_\_

# upon request access must be provided within 10 working days of the claim being submitted or the claim will no longer be valid.

Inspections/ works are to be scheduled Monday- Friday only between 7.00am – 4.30pm.

**Details of Claim:**

Submit 1 Form per item – Images must accompany form.

**Appliance issues are to be referred to the supplier – please refer to your apartment manual.**Email form to: [maintenance@ceaust.com](mailto:maintenance@ceaust.com)

***Important Note:*** a flat \$160.00 (+GST) call out fee will apply for any requests that are not considered to be a warranty or a defect issue. If a call out fee has been charged due to the request not being a defect, please note that further call outs will not be made to that particular property until payment has been received in full for the call out fee

**Terms and Conditions**

- A minimum of one (1) image and maximum of five (5) images to accompany each claim.
- One (1) claim must be submitted for each maintenance/defect request.
- Claims must be submitted within time frame nominated in contract of sale or maintenance manual.
- Access must be provided within 10 working days of the claim being lodged or upon request by CE or a relevant party or the claim will no longer be valid.
- Inspections and works are to be scheduled Monday-Friday 7.00am to 4:30pm
- Appliance issues are to be directed to the manufacturer's service department.
- You have read the owner's manual prior to lodging claim.
- A flat call our fee of \$160 (+GST) for any requests that are not considered to be a warranty or defect issue will apply. If a call out fee has been charged due to the request not being a defect, please note that further call outs will not be made until payment has been received in full for the call out fee.
- If a specialised trade is requested to attend site they will issue invoices direct to the person requesting the call out at their standard minimum call out rate.

 *Accept***CLAIM DETAIL:****INSERT IMAGE****INSERT IMAGE**