

GUARANTEE CLAIM FORM

FOR INSTALLED CUSTOMERS ONLY

Details provided on this form will be used to contact you regarding this claim only and will not be used for any other purposes.

Section 1 – Your details	
<p>Name</p> <p>Installation Address</p> <p>Contact number/s</p> <p>If we need to call you, your preferred time</p> <p>Email</p> <p>Billing address if different from above</p>	<p>This is not an emergency claim form. If you have a gas leak, electrical safety concern or water leak then please contact:</p> <p>GAS ESCAPE Immediately contact National grid on 0800 111 999</p> <p>ELECTRICAL SAFETY CONCERNS If you have any immediate concerns regarding the safety of the electrics, please contact a local electrician</p> <p>MAJOR WATER ESCAPE If you have any immediate concern regarding a leak, please contact a local plumber</p> <p>If emergency, temporary repairs are necessary to protect your property or prevent further damage, please proceed to engage the appropriate experts as soon as possible and submit the appropriate invoices for our consideration. The invoices/costs will only be paid if your claim is assessed and found to be valid. Please do not dispose of any damaged property without prior agreement from us, as it may be necessary for it to be inspected before any claim can be approved for payment.</p>
Section 2 - Proof of Purchase	Prior to submitting your claim
<p>It is essential to provide proof of purchase to ensure B&Q are dealing with the named owner of the contract for data regulation purposes & can validate the claim.</p> <p>Sales Invoice/Order Number</p> <p>Installation fit date</p>	<ul style="list-style-type: none"> • Your guarantee covers faulty workmanship for a period specified within your warranty documentation received at the point of completion • If you have experienced a workmanship issue within the guarantee period, please complete the form below and we'll contact you to help resolve the matter • Please ensure that you provide all the necessary information requested in order that we can process your claim. • You are not covered for routine maintenance or adjustment, including but not limited to, door adjustment, hinge adjustment, toilet seat adjustment and silicone sealant renewal. Problems arising from physical damage to the products or misuse are also excluded. Further details can be found on your guarantee paperwork.

Section 3 – Details of Your Claim

It is important for B&Q to understand the nature of the claim to ensure it can be dealt with quickly and effectively

Please tick which room your claim relates to:

Kitchen

Bathroom

Bedroom

Is your claim against:

- your workmanship guarantee
- your product guarantee
- both

Please complete the relevant section/s below

Section 4 - Workmanship Claim

What is the claim that you are making?

Explain fully how the issue occurred?

When did it occur or when did you first notice the issue?

- Date

Have any further work or alterations been made to the room since the installation was completed?

Yes No

Is your property sublet?

Yes No

Have you claimed from B&Q in the past, if yes then please provide details?

- Date

- Nature of the claim

Section 5 - Product Claim

What product is faulty or damaged?

Explain fully how the fault or damage occurred?

When did it occur or when did you first notice the issue?

Section 6 – Photographic Evidence

To support your claim and to help us to deal with your issue quickly and efficiently please attach clear photographs, one being a wider view and one being a close up

Should photos not be attached it is likely that these will be requested and will delay any assessment of your claim

Section 7 – Making your Claim

Please check that all the relevant and necessary information has been included and keep a copy for your records

• Send the form and supporting documents to:

- **Installationsaftercareteam@b-and-q.co.uk**
- **B&Q Installations Aftercare Team, Catesby Business Park, White Rose Way, Doncaster, DN4 8DG**

What happens next?

B&Q will assess your claim and will be in contact as soon as possible to respond to the claim you have made.

Please be aware that it may be necessary to send a field assessor to inspect and assess the claim, this does not affect your consumer rights. Following this visit a full report will be provided to B&Q

In the meantime, you can contact us via:

- Email: **Installationsaftercareteam@b-and-q.co.uk**

You can also write to us at the above address.

We are open 9.00am to 5.00pm Monday to Friday

Section 8 – Customer Declaration

By submitting this claim, I / We declare that the information & statements made are true to the best of my/our knowledge and belief. I/We understand that the provision of false information may invalidate this claim. I/We understand that a visit from a field assessor may be necessary to validate the claim.