

Kincaid Constructions Pty Ltd has been building quality homes for Victorians for over 10 years. We have worked hard on improving the service to our customers, with exceptional systems and a focus on continually improving our design and construction process to ensure your home lasts the test of time. We are now proud to be able to offer a lifetime structural guarantee at no extra charge to you.

This guarantee is given in addition to any guarantee, statutory insurance or home builders liability scheme in force in Australia and is subject to the terms below. The Kincaid constructions lifetime structural guarantee is not transferable to subsequent owners and is specific to the owners named in the building contract and applies to all contracts signed with Kincaid Constructions Pty Ltd from the 1st of July 2023.

Builder's Responsibility

We will rectify at no cost to you any structural failure providing it fits with any of the following:

- Foundation systems, concrete slab pursuant to the Building Code of Australia and all other relevant Australian Standards including AS 2870, Appendix B
- Structural timbers and steel in wall or roof framing where structural failure is defined pursuant to the Building Code of Australia and all relevant Australian Standards including AS 1684
- Load bearing brickwork where structural failure is defined pursuant to the Building Code of Australia and all relevant Australian Standards including AS 4773.

Detailed information about Australian Standards (AS) can be found by visiting the Standards Web Shop at [Standards & Legislation Store APAC – SAI Global Info Store](#) and search for the relevant Standards.

Please note, in order for a structural failure to exist, it needs to be defined as 'Damage Category 3' or higher (AS 2870).

Your Responsibility

At the handover of your home, you will receive a maintenance guide. This will clearly advise you of what you must do in order to maintain your home properly. Also see below for further information on properly maintaining a home. Failure to follow this advice may void your Lifetime Structural Guarantee.

Victoria

- CSIRO guide - Foundation Maintenance and Footing Performance: A Homeowner's Guide
- New Home Guide - Guide to Planning Landscaping and Maintenance of Foundations document (provided to you at settlement of your new home)

- CSIRO guide - Foundation Maintenance and Footing Performance: A Homeowner's Guide Exclusions

This guarantee does not apply in the following circumstances:

- Any loss arising from non-compliance with your responsibilities outlined above
- Site conditions that are experienced post settlement that are outside of our control
- Damage caused by trees growing near the footing of your home
- Any act of God i.e., storms, fire, flooding, drought or earthquake
- Fair wear and tear, misuse or neglect
- Minor cracking (as defined in AS2870 Appendix B)
- Any damage caused by you or your invitees.
- Any renovations, additions or other structural changes post Kincaid Constructions handover.

(This includes pools and landscaping)

- This structural guarantee does not cover items of a non-structural nature.

Who is eligible, and how to make a claim?

The Kincaid Constructions Pty Ltd Lifetime Structural Guarantee is not transferable to subsequent owners and is specific to the owners named in the building contract and applies to all contracts signed with Kincaid Constructions Pty Ltd from 1st July 2023.

To make a claim under this guarantee, please email admin@kincaid.com.au with photos and a written description of the failure.

One of our supervisors will contact you and organise an inspection of your home to assess the nature of the failure. Furthermore, ensuring it meets the requirements of this structural guarantee. Kincaid Constructions Pty Ltd will as soon as practicable respond in writing to you and outline the outcome.

Where the structural failure meets the requirements of this guarantee, we will commence rectification works within a reasonable period at no cost to you. Where it is determined by Kincaid Constructions that the structural failure does not meet the requirements outlined above, it will be your responsibility to rectify the defects.