

# Zoofy Warranty Package

## What Is the Zoofy Warranty Package?

The Zoofy Warranty Package provides additional support from Zoofy if a defect is discovered in the completed work after the service has been carried out.

Zoofy will assess the reported issue and, if the issue falls within the scope of this Warranty Package, will arrange corrective work through an affiliated professional. Zoofy will organize corrective work up to a maximum value of €1,000 per booking.

The Zoofy Warranty Package is an additional service offered by Zoofy and does not affect any statutory rights that consumers may have.

## When Does the Warranty Package Apply?

The Warranty Package may apply when:

- the completed work contains demonstrable defects;
- the work does not meet generally accepted professional standards;
- corrective work is reasonably necessary to remedy the completed work.

The Warranty Package is intended solely for correcting completed work and not for completing work that has not yet been performed.

## Conditions

To make use of the Warranty Package:

- the Warranty Package must have been selected at the time of booking;
- the service must have been booked and carried out through Zoofy or a partner authorized by Zoofy;
- the customer must report a defect to Zoofy within 72 hours after completion of the work. Reports submitted after this period are not covered by the Warranty Package. This provision does not affect any statutory consumer rights;
- Zoofy must be given a reasonable opportunity to investigate the report and, where applicable, arrange corrective work;
- the customer must cooperate with a reasonable assessment of the report.

If a customer engages a third party without prior consultation with Zoofy, Zoofy may decide not to process the report further. This does not apply where immediate action was reasonably necessary to prevent further damage or unsafe situations.

A customer may always report a defect to Zoofy. Zoofy may suspend the handling of a report if an overdue invoice remains wholly or partially unpaid without a valid legal basis. Any statutory right of suspension or other legal rights of the consumer remain unaffected.

## **What Is Covered by the Warranty Package?**

The Warranty Package applies exclusively to the correction of defects in work that was booked and carried out through Zoofy, up to a maximum corrective value of €1,000 per booking.

If a report falls within the scope of the Warranty Package, the original professional will, in principle, first be given a reasonable opportunity to investigate the alleged defect and, if a defect exists, remedy it. This reflects the principle under applicable consumer law that a service provider should be given a reasonable opportunity to assess and correct a defect.

If, in Zoofy's opinion, corrective work by the original professional is not reasonably possible, desirable, or timely, Zoofy may arrange for the corrective work to be performed by another affiliated professional.

If corrective work is not reasonably possible, Zoofy may, at its sole discretion, offer a credit for future Zoofy services.

The Warranty Package does not entitle the customer to a cash payment, refund, or compensation.

## **What Is Not Covered by the Warranty Package?**

The Warranty Package does not apply to:

- work that falls outside the scope of the original assignment;
- additional work agreed upon after the booking was made;
- defects that arise wholly or partly from materials, products, or instructions supplied by the customer;
- normal wear and tear, aging, deferred maintenance, or insufficient maintenance;
- work for which required permits, approvals, or authorizations are missing;
- roofing work and other work relating to roofs, roof structures, roofing materials, roof penetrations, and rainwater drainage systems;
- situations in which the customer has intentionally provided incorrect, incomplete, or misleading information that affects either the performance of the work or the assessment of the report.

The Warranty Package applies solely to the correction of defects in the completed work. Damage to property, household contents, buildings, or other belongings of the customer or third parties, as well as consequential damage, delay-related losses, loss of revenue, and other indirect losses or damages, are not covered by the Warranty Package.

This exclusion means only that such damage is not covered under the Warranty Package. Any statutory rights, claims against the involved professional, or potential claims under a liability insurance policy remain unaffected.

## **How Do You Report a Problem?**

Please report a problem as soon as possible in writing via [klantenservice@zoofy.nl](mailto:klantenservice@zoofy.nl).

Describe the problem as fully as possible and, where available, include relevant photographs, documents, or other supporting information.

Zoofy may request additional information in order to assess the report and arrange an appropriate solution. The customer shall provide all reasonably required cooperation.

Zoofy aims to provide an initial substantive response within 2 business days of receiving the report. This timeframe is a target and not a strict deadline.

## **Important**

The Zoofy Warranty Package is an additional quality assurance and corrective service provided by Zoofy.

This arrangement is intended to support customers in remedying defects in completed work. The Warranty Package applies only to the situations described in these terms and conditions.