

## Zoofy Warranty Package

Thank you for choosing the Zoofy Warranty Package! We do our utmost to ensure that your tasks are always completed to your satisfaction. However, should something go wrong, we are ready to resolve it for you.

## Zoofy's Quality Guarantee

At Zoofy, we place great importance on quality and professionalism. That's why we carefully screen all tradespeople before they can join us. During their first few jobs, we closely monitor their performance. We assess both their craftsmanship and customer satisfaction on various factors, including the quality of their work and feedback from clients. Only when they meet our high standards can tradespeople take on more jobs through our platform. This ensures that your task is always in good hands.

## Warranty Package Terms and Conditions

To claim the Warranty Package, you must have selected this option and paid the full invoice. If you have a problem and choose to have it resolved by another party, the Warranty Package becomes void. The cost of the Warranty Package cannot be refunded in such cases.

## What does the Warranty Package cover?

If something goes wrong during the warranty period, the Warranty Package offers compensation of up to €1,000 per job. This compensation may be provided in the form of a coupon, additional work, or a refund, depending on the situation. Zoofy will determine which solution is most appropriate based on the circumstances.

## Situations where the Warranty Package applies:

- The tradesperson is unable to complete the job as agreed;
- The work is completed, but not according to industry standards or building regulations;
- The tradesperson behaves unprofessionally, making further collaboration impossible;
- The tradesperson goes bankrupt before completing the job.

The Warranty Package only covers additional labor costs required to complete the job. Material costs and any damage to property are not covered.

## What is not covered?

The Warranty Package does not cover:

- Additional costs due to delays, regardless of whether they were specified in the booking.
- Failure to complete the job due to a lack of proper building permits or other legal restrictions.
- Damage to your contents, building, or outbuildings.
- Damage to your garden, including situations where waste was dumped on your property without your permission.
- Discovery of archaeological findings during the job.
- The use of materials and supplies you provided that were not part of the original agreement and schedule.
- Costs if the contractor is a family member or close friend.
- Loss or costs as a result of:

- Waiving your right to allow Zoofy to take legal action on your behalf to recover a payout.
- Intentional or dishonest actions by you or someone acting on your behalf.
- Biological or chemical contamination.
- Disruption in the supply of gas, water, electricity, or telephone services to your home.
- Seizure, damage, or destruction of property by or under orders from a government or local authority.
- Loss or distortion of information due to a computer error, malfunction, or virus.

Additionally, the Warranty Package does not cover:

- Loss or damage related to communicable diseases, or the fear or threat thereof, including costs for cleaning, decontamination, or testing related to a disease.
- Roofing work and related tasks, for which no warranty is provided.

The Warranty Package can be purchased per booking and cannot be automatically renewed. However, you may request an extension if needed.

## How to file a claim

To file a claim, you must:

1. Have selected the Warranty Package and paid the full invoice.
2. Have had the entire job carried out through Zoofy.
3. Inform Zoofy as soon as possible via the chat on [our website](#) before incurring any additional costs.
4. Send all correspondence related to the claim to us within 14 days of the job's completion date.
5. Assist Zoofy in investigating the claim and provide the necessary information and documents.

## Important Information

The information you provide to us is important for assessing your claim. Ensure that all information is accurate and complete. If we find that intentionally incorrect information has been provided, we will reject the claim, and any payouts must be refunded.

**Thank you for placing your trust in Zoofy!**