



HAMILTONMARINO
BUILDERS

H & M Constructions (NSW) Pty Ltd

ABN: 59 602 226 040

Level 1, Suite 4, 131 Clarence St, Sydney, NSW 2000

PO Box Q628, QVB, NSW 1230

Phone +61 2 8040 0242 Fax +61 2 8088 6183

REQUEST FOR WARRANTY / MAINTENANCE CLAIMS

DATE: _____ BUILDING NAME: _____

APT #: _____ ADDRESS: _____

CONTACT INFORMATION:

NAME: _____

please tick applicable: Owner: _____ / Tenant: _____ / Managing Agent: _____ / Body Corporate: _____

PHONE # _____

EMAIL: _____

APARTMENT ACCESS DETAILS: _____

AVAILABILITY FOR SITE VISIT / WORK RECTIFICATION
BETWEEN 7AM – 3:30PM ONLY:

Monday:	Tuesday:	Wednesday:	Thursday:	Friday:
Time: ____ : ____ AM / PM	Between ____ : ____ AM / PM			

Note: We will always attempt to attend your defects as soon as we can. We prioritise defects depending on the severity of damage caused and the urgency of the defect. We wish to avoid any unnecessary delays or inconvenience and will communicate as to the time and date that we will attend. Inspections / works are to be scheduled Monday – Friday ONLY between 7:00am – 3:30pm.

DETAILS OF CLAIM: Submit 1 Form per item – **IMAGES MUST ACCOMPANY FORM.**

IMPORTANT NOTICE: A call out fee of **\$175.00 for the first hour, and \$110 per hour thereafter 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 a request not being a defect, please note that further call outs will not be made until payment has been received in full for any outstanding call out fee.

APPLIANCE ISSUES are to be referred to the **SUPPLIER** – please refer to your apartment manual.

TERMS AND CONDITIONS

- A minimum of **one(1) image and maximum of five(5) images** to accompany each form
- **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
- Inspections and works are to be **scheduled Monday – Friday between 7:00am – 3:30pm**
- Appliance issues are to be directed to the manufacturer's service department
- You have read the owner's manual prior to lodging the claim
- A call out fee of **\$175.00 for the first hour, and \$110 per hour thereafter 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 a request not being a defect, please note that further call outs will not be made until payment has been received in full for any outstanding 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.

hamiltonmarino.com.au

info@hamiltonmarino.com.au





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One (1) claim must be submitted for each Defect / Warranty issue. Ensure that all fields are complete and forward to synergy@hamiltonmarino.com.au copy-in nswservice@hamiltonmarino.com.au along with one (1) photo depicting the issue and Hamilton Marin Builders will call to arrange a time for an inspection.

APARTMENT NUMBER:

EXACT LOCATION OF DEFECT:

DESCRIPTION OF DEFECT:

hamiltonmarino.com.au

info@hamiltonmarino.com.au

