

Pirovich Pty Ltd
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NEW PROCESS FOR LOGGING WARRANTY OR DEFECT ISSUES

As of 1st September 2018 Pirovich has changed how warranty and defect notifications are submitted into their maintenance portal. This new process will ensure efficient and timely handling of your submission.

From this date, please complete the "Defect Notification Form" on the next page. (This form can be either filled in electronically or printed and filled in manually.)

Complete the form with as much detail as possible adhering to the 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
- Access must be provided within 10 working days of the claim being lodged or upon request by CE or a relevant party of the claim will no longer be valid
- Inspections and works are to be scheduled Monday to Friday 7:00am – 4:30pm
- 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 \$200.00 will apply for any requests that are not considered to be a warranty or defect issue.
- NOTE: If a call out fee has been charged due to a request not being a defect, any further call outs will not be made to that property until payment has been received in full for the 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.

Email your completed form to maintenance@pirovich.com along with supporting images. Once your form has been submitted a Pirovich Maintenance Specialist will contact you to arrange a convenient time for an inspection. We will endeavor to respond within 3 - 4 business days

Any current outstanding warranty and defect notifications previously submitted with Pirovich will be dealt with using the former process. If you decide to submit a new Defect Notification Form for an existing complaint, please note this clearly on your form.

If you experience any issues downloading the Defect Notification Form, please contact Pirovich via email (maintenance@pirovich.com) or phone 03 9988 0666 to request a copy of the form.

Thank you for your cooperation.

Kind regards

Pirovich Maintenance and Defects Team

DEFECT NOTIFICATION FORM

Please complete all fields on this form and forward to maintenance@pirovich.com along with supporting photos showing the issue. Upon receipt of this form, a Pirovich Maintenance Specialist will contact you to arrange a time for an inspection.

NOTE: Please review the Terms & Conditions below before submitting this form.

DATE REPORTED:

HOUSE/UNIT/APARTMENT NUMBER:

BUILDING NAME & ADDRESS:

OWNER(S)/TENANT(S):

CONTACT PHONE(S):

EMAIL:

DEFECT:

Please include any photos or videos which show the defect and the implications this is causing to your property, this aids with a faster rectification process.

DETAILED EXPLANATION OF THE DEFECT REPORTED (including location & date observed):

IMPORTANT NOTICE: A \$200.00 call out fee will apply for any requests that are not considered to be a warranty or a defect issue. If a call out fee has been charged due to a request not being a defect, please note any further call outs will not be made to that property until payment has been received in full for the call out fee.

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