



# 10 Point Guarantee

*Cognitive Construction are professionally vetted by the Federation of Master Builders, we also provide our 10 point guarantee when you choose to build with us.*



## **1. QUALITY AND WORKMANSHIP**

As a Master builder we care about the finish of your home, that's why we guarantee to always have highly experienced team members on site and we always use quality materials and BBA approved construction and insulation products.

## **2. YOUR SPECIFIC NEEDS**

We guarantee to work with you in the early stages of your project planning using our discovery questionnaire to ensure that your project fully meets your needs and your budget before you spend any significant money.

## **3. FAIR PRICE**

We guarantee that our quotation will be based on measured quantities and accurate labour assessment. In the event that you need to obtain multiple quotations we guarantee to provide you with an impartial comparison to ensure that you are comparing apples with apples.

## **4. DESIGN**

We guarantee to check your design work to ensure that it is completed to professional standards and conforms to all relevant building regulations.

## **5. BUILDING CONTROL**

We guarantee that our workmanship will meet the requirements of building control. Furthermore, we guarantee that a member of the build team will be on site to host the building control officer at each inspection to ensure that any relevant issues can be discussed fully. In the unlikely event that an inspection is not passed because of any failure by our team we guarantee to put it right at our expense.



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## 6.CHANGES

During the course of your build we guarantee to listen to any changes you wish to make and to discuss with you the likely costs and schedule implications.

## 7.COMPLETION

Because we schedule for a continuous workflow, on your project we guarantee completion in a reasonable time frame. Where delays outside our control occur (e.g. materials and weather) we guarantee to inform you in good time and further to do everything possible to bring your project back to schedule.

## 8.IMPROVEMENTS

If during the build we discover an opportunity for an improvement to your project we guarantee to present you with this so that you can decide if you wish to take advantage of it.

## 9.QUALIFIED TRADESPEOPLE

You are guaranteed that only qualified tradespeople will be authorised to work on your project. Furthermore, we guarantee that each stage of construction will be checked off against the CC Quality Checklist before proceeding to the next stage. In the event that any work is not up to CC quality standards we guarantee to put it right at no extra expense to you.

## 10.ADDITIONAL WORKS

We guarantee that in the event of additional items being required we will agree with you on the price before incurring any cost on your part. In the event we uncover a dangerous item we will take immediate steps to protect you and your home.

*This is our personal guarantee.*

*P. Douglas*  
**Peter Douglas,**  
**Director of Cognitive Construction Limited**