

Natura Park Warranty Works Memo!

Warranty works are carried out if a defect appears in your new home due to a construction error, defective material, or an incorrectly installed appliance. In such cases, the defects will be repaired at the developer's expense.

How long is the warranty valid?

The warranty is valid for two years from the official handover of the home (the day you received the keys and signed the handover-acceptance act).

What is covered by the warranty?

- **Structural and technical defects:** For example, defective appliances, incorrectly installed piping, or other construction errors that appear within two years.
- **Cracks caused by the house drying out:** As new buildings "settle" and dry during the first couple of years, repairing the resulting wall or ceiling cracks is also covered by the construction warranty. This is typically done at the end of the warranty period, during the so-called second-year inspection.

Important! For the warranty to remain valid, proper maintenance of the apartment is required. Detailed instructions can be found in your home's maintenance manual.

What is NOT covered by the warranty?

Not all issues that arise in a home qualify as warranty cases. The warranty does not cover:

- **Natural wear and tear and accidents:** For example, scratches on the parquet, stains on the walls, or items accidentally broken by yourself.
- **Defects caused by incorrect use:** Damage resulting from incorrect use of appliances, lack of cleaning, or modifications made on your own (e.g., demolishing a wall or running new wiring).
- **Daily maintenance of the home:** This is the responsibility of the apartment owner. For example, replacing ventilation filters, oiling terrace or balcony boards, or renewing worn silicone constitutes standard maintenance, not a warranty issue.
- **Exception – adjustment of windows and doors:** The initial adjustment of windows and doors after the house "settles" is usually done as part of the warranty works. However, if a door becomes loose because someone has been swinging on it, that is already the apartment owner's responsibility.

When will the defects be repaired?

Not all defects require the immediate intervention of a builder. Faults are divided into two categories:

- **Emergency issues (responded to IMMEDIATELY):** Problems that prevent the normal use of the home or could cause major damage (e.g., a pipe leak, electrical crisis, or heating not working).
- **Non-emergency issues (resolved at the END of the warranty period):** Defects that do not interfere with daily life and, while annoying, do not endanger anyone or cause additional damage to the building (e.g., drying defects in the finish, a slight door squeak, or a fine crack in the ceiling). These are gathered together and, as a rule, eliminated all at once.

 For warranty questions, please write to the e-mail address: garantii@naturapark.ee