

Reporting a defect



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Defects in a new build home are normal and some items are covered under your defect liability period which is similar to a warranty. In most cases, this is for a period of 12 months.

In the case of an emergency, please call our Customer Relationship Team on **0808 164 0111** as soon as you can. All other defects can be reported by choosing one of the three options below:

1. Visit our Customer Care web page **www.karbonhomes.co.uk/customer-care/newbuild** and complete the online form
2. Email our Customer Relationship Team on **info@karbonhomes.co.uk**
3. Call our Customer Relationship Team on **0808 164 0111**

To help us process your defect as quickly as we can, it's important to provide us with as much information as possible, including any pictures of the issue.

Make sure to report any defect directly to us, rather than the contractor responsible for building your home. We'll contact the contractor on your behalf to inform them of the issue, and they'll be in touch to arrange a convenient time to visit your home. It's important that you're at home for your appointment. If your appointment is no longer convenient and you need to rearrange, please call or email our Customer Relationship Team as soon as possible.

In the case of an emergency appointment, please remain at your home or close by to ensure the contractor has access to your home.