

OUR GUARANTEES



GUARANTEE #1



Craftsmanship you can count on -
we do exactly what we say we will do.

Our team follow a **zero defects policy**, which means that we don't just leave site and wait for our clients to give us a defects list. Instead, our tradespeople check all work before they leave site, and any defects are fixed without delay.

If you require a service request, we send out a qualified tradesman the next business day to review the issue. Our team travel with all the necessary tools

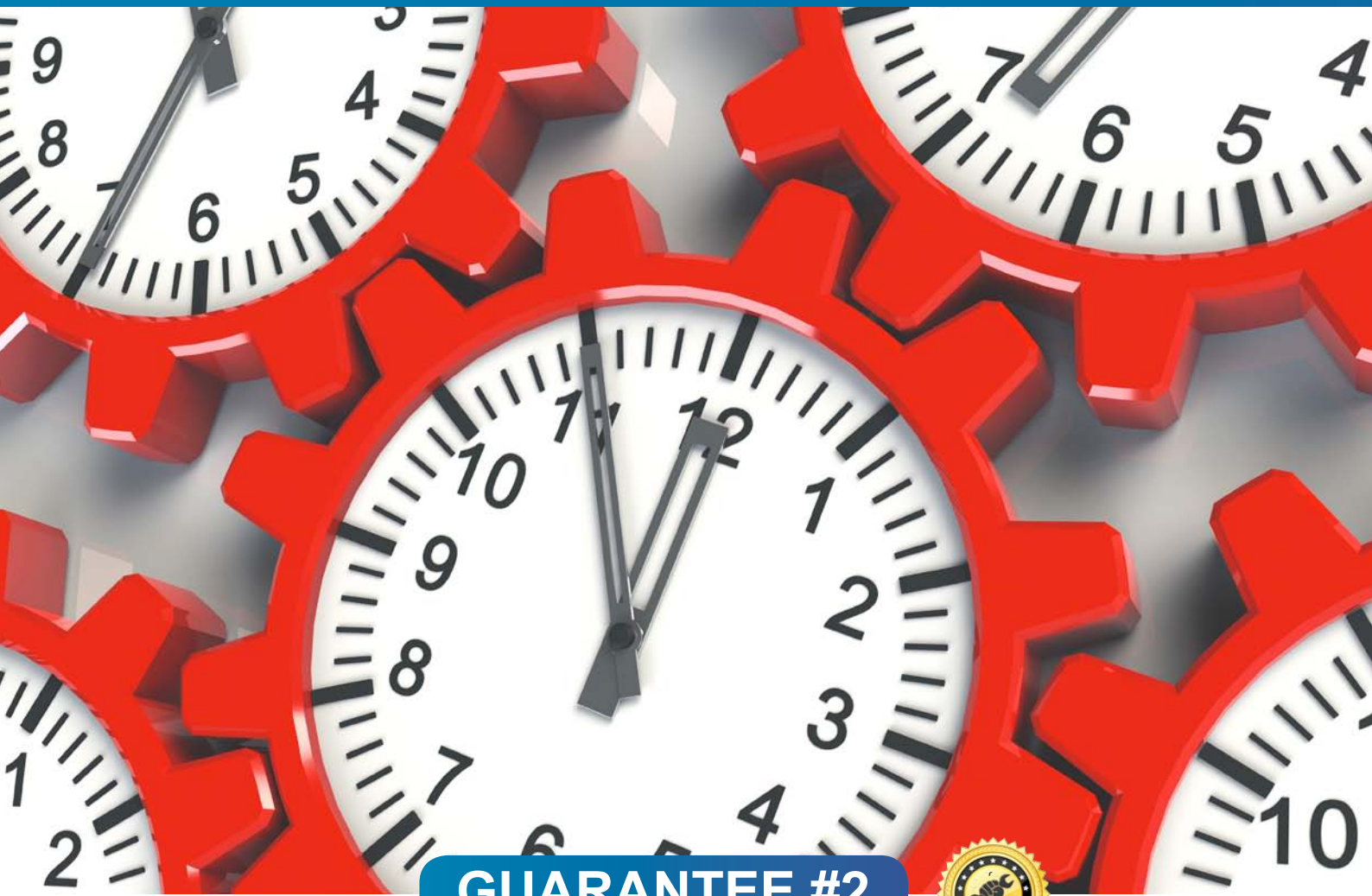
and equipment to fix all sorts of service requests, so we can get your practice running smoothly again.

At Cassin & Sons, we offer our clients **double the workmanship guarantee**. That is, we will extend the contract maintenance period* to 52 weeks.

**The usual Contract Maintenance Period is 26 weeks after the date of practical completion*

You can trust Cassin & Sons for your next interior design and fit out project. Call us on 1300 122 774 or visit cassinandsons.com.au

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GUARANTEE #2



On time, all the time.

The grand opening day for your new or refurbished practice should be an exciting, stress free day. We're here to make it happen! We guarantee that we'll meet the agreed completion date.

By meeting the agreed completion date, you can enjoy the following benefits:

- No loss of earnings
- Staff are happy to start work in their shiny new workspace as planned

- Your marketing plan can run smoothly – no need to reprint those opening day invites!

If a builder is at fault and doesn't meet a completion date, the costs involved can be sky high – paying wages for your staff who have no workplace to work in, paying rent and utility bills when you have no earnings, and high blood pressure caused by all the stress!

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GUARANTEE #3



Peace of mind at Cassin & Sons, we assign a dedicated project manager to every project.

Your project manager will be your main contact for all construction works until completion. You'll be given your project manager's mobile phone number, so if you have any questions you can feel secure knowing that the answer is only a phone call away.

If you're having a complete fit out, this usually takes around 8-10 weeks. During this time, we are proactive in updating our clients with a weekly email, which includes details on completed and upcoming activities, as well as construction photos. This helps our clients to understand exactly what they are paying for and it prevents any doubts or uncertainties.

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