

Riteseal Warranty Claim and Repair Process

Dear Valued Client,

Thank you for submitting your warranty service request to Riteseal.

This document is provided for information purposes only and summarizes Riteseal's standard warranty claim handling procedure. It should be read in conjunction with the original quotation, warranty certificate, and Riteseal's Standard Terms and Conditions. In the event of any discrepancy, the Terms and Conditions and Warranty Certificate shall prevail.

To ensure that all warranty requests are handled consistently and professionally, the following procedure will apply to your claim:

1. Claim Registration

Upon receipt of your written warranty request, the claim will be registered and reviewed against our project and warranty records.

All warranty claims must be submitted in writing to warranty@riteseal.mu and should include the project reference, site address, a detailed description of the issue, and supporting photographs of both the internal signs of water ingress and the external waterproofed areas where available.

2. Site Inspection

A site inspection will be arranged by Riteseal or its authorised representative to assess the reported issue and gather the necessary technical information.

3. Inspection Report

Following the inspection, a Warranty Inspection Report will be prepared documenting the observations, findings, photographs, and technical assessment.

4. Internal Review

The inspection report will be reviewed by Riteseal management to determine the classification of the claim and whether it qualifies for warranty coverage.

5. Claim Outcome

Following review, the claim will generally fall into one of the following categories:

- Workmanship Warranty
- Material Warranty
- Maintenance or Misuse Related
- Structural or Building Related
- Outside Warranty Coverage

The outcome and recommended course of action will be communicated to the client in writing.

6. Repair Works

Where warranty coverage is approved, the necessary remedial works will be scheduled and carried out by Riteseal or its appointed sub contractor.

Where the reported issue falls outside the applicable warranty coverage, a quotation for remedial works may be provided for the client's consideration.

7. Completion

Upon completion of any approved repairs, the warranty records shall be updated and the claim formally closed.

We thank you for your cooperation and remain committed to providing professional after-sales service and support.

Should you require any further information regarding your claim, please do not hesitate to contact our office.

Yours faithfully,

RITESEAL (MTIUS) LTD
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