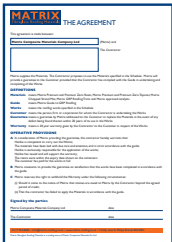


**Under the 20 year Premium Warranty Matrix guarantees the materials and the Contractor guarantees the installation. To get your Warranty you will need to complete three documents:**

1. The Agreement
2. The Works
3. Your Installation Guarantee

## The Agreement



1. Fill in The Agreement
2. Sign The Agreement
3. Return it to Matrix

Make sure you read all the clauses in Section A of The Agreement: they all apply to you. When you sign you are agreeing to be exclusively responsible for the application of the works and you are agreeing to give a specific warranty to the customer to this effect alongside the materials guarantee from Matrix.

## The Works



1. Fill in The Works
2. Sign The Works
3. Get Customer to sign The Works
4. Return it to Matrix

You must complete a short site report (The Works) for each installation for which you require a Warranty. We check the amounts used and the batch numbers and match them to the batch numbers and quantities on your invoices.

When the customer has signed off The Works document send it back directly to us.

## Your Installation Guarantee



1. Send a copy to your customer
2. Send a copy to Matrix
3. Keep a copy for your records

All installation guarantees should be printed on your Company headed paper.

If you do not have suitable wording for your guarantee you might like to look at our document 'Suggested Wording' where you will find help.

## Give all three forms to Matrix



When we hold all three documents we will issue two Warranty Certificates and send them both to you – one for you to forward to your customer and one for your records. Remember once you have completed The Agreement it will apply automatically to all subsequent applications which will require only two documents: The Works and your Installation Guarantee

