



WORK GUARANTEE AND QUALITY ASSURANCE POLICY

This Work Guarantee and Quality Assurance Policy ("Policy") is established by Quality Local Contractors ("QLC"), a Canadian-based business with future plans for U.S. expansion, to define contractor responsibilities regarding work quality and client satisfaction guarantees.

1. Purpose

- This Policy ensures that contractors providing services through QLC maintain high standards of workmanship, professionalism, and customer satisfaction.
- The Contractor agrees to uphold industry best practices, adhere to legal requirements, and ensure customer satisfaction in every project undertaken.

2. Contractor Responsibilities

- The Contractor agrees to:
 1. Perform all services in a professional, timely, and workmanlike manner.
 2. Comply with all applicable building codes, safety regulations, and industry standards.
 3. Use high-quality materials suitable for the intended work, unless otherwise agreed upon with the client.
 4. Address and rectify any deficiencies in workmanship reported within the guarantee period.
- The Contractor shall provide clear communication to clients regarding:
 1. The scope of work.
 2. Expected completion timelines.

3. Any warranties or guarantees applicable to the services performed.

3. Work Guarantee

- The Contractor shall guarantee workmanship for a minimum period of [X] months from the completion date unless a longer period is required by law or agreed upon with the client.
- If a defect in workmanship arises within the guarantee period, the Contractor shall:
 1. Respond to the client's complaint within [X] business days.
 2. Inspect and, if necessary, repair or replace faulty work at no additional cost to the client.
- The work guarantee does not cover:
 1. Damages caused by client negligence, misuse, or unauthorized modifications.
 2. Normal wear and tear or unforeseen external factors (e.g., natural disasters).

4. Client Satisfaction and Dispute Resolution

- The Contractor agrees to address client concerns in good faith and take reasonable steps to resolve disputes.
- If a client is dissatisfied with the quality of work, they must notify the Contractor and allow an opportunity for resolution before escalating the matter to QLC.
- If the dispute remains unresolved, QLC may facilitate mediation between the Contractor and the client, in accordance with the **Dispute Resolution Agreement**.

5. Compliance and Enforcement

- Failure to comply with this Policy may result in:
 1. Warnings or corrective action requirements issued by QLC.
 2. Suspension or termination of the Contractor's access to QLC's platform.
 3. Legal action if work performed violates applicable laws or causes harm to clients.

- The Contractor agrees to indemnify and hold QLC harmless from any claims arising from failure to meet work quality standards or guarantees.

6. Governing Law

- This Policy shall be governed by the laws of the Province of Ontario, Canada. Upon QLC's U.S. expansion, applicable U.S. state laws shall also apply.