

Warranty & After-Sale Support

Your legal guarantees and our commitment to you after purchase

Your Rights Are Protected by Law

As a buyer of a newly built property, you are protected by both **Bulgarian statute** and **EU consumer law**. These rights cannot be waived or reduced by contract. Our after-sale support commitments go beyond the minimum legal requirements.

1. Statutory Warranty Periods – Bulgarian Law

Under the **Spatial Planning Act (ZUT), Art. 163a** and the **Obligations and Contracts Act (ZZD), Art. 265**, constructors and developers bear mandatory warranty liability for construction defects. These periods run from the date of **Act 15 (Final Inspection Protocol)**:

Element	Warranty Period	Covers
Structural works (foundations, frame)	10 years	Cracks, settlement, structural failure
Waterproofing & roofing	10 years	Water ingress, roof failures
External facades & insulation	5 years	Detachment, cracking, delamination
Mechanical, Electrical, Plumbing (MEP)	5 years	Pipes, wiring, HVAC, drainage defects
Interior finishes (floors, walls, ceilings)	3 years	Defective workmanship in finishing
Windows, doors, fittings	2 years	Operational defects, sealing failures
Appliances (if supplied)	2 years	EU Directive 2019/771 – Sale of Goods

2. EU Consumer Law – Additional Protections

EU Sale of Goods Directive 2019/771

Implemented in Bulgarian law (ZZP amendments 2022), this directive provides that goods (including property appliances) must conform to the contract for at least 2 years. If a defect appears within 1 year of delivery, it is presumed to have existed at delivery. After 1 year, the buyer must prove the defect was pre-existing. The seller must repair, replace, reduce the price, or refund.

EU Unfair Contract Terms Directive 93/13/EEC

Any warranty limitation clause in a property sale contract that is 'unfair' (creates a significant imbalance against the consumer) is unenforceable under Bulgarian Consumer Protection Act (ZCP). This means developers cannot simply 'exclude' statutory warranties in the fine print.

EU Consumer Rights Directive 2011/83/EU

Requires pre-contractual disclosure of all material information including warranty terms, after-sale services, and complaint-handling procedures. You are entitled to receive this information in a durable medium (e.g. this document).

GDPR (Regulation 2016/679)

Your personal data collected during the purchase process is protected under GDPR. You have the right to access, correct, and delete your data. Our privacy policy is available on request.

3. How to Make a Warranty Claim

1

Document the defect: Photograph and describe the defect in writing. Note the date of first observation.

2

Submit a written claim: Send a formal written notice (letter or email) to us, referencing your Notarial Deed number and property address. Keep proof of delivery.

3

Our response timeline: We will acknowledge within 5 working days and schedule an inspection within 15 working days of receipt.

4

Inspection: Our technical team (and optionally your independent expert) inspects the defect. A written inspection report is prepared.

5

Remedy: Defects covered by warranty will be repaired at no cost. We will agree a repair schedule with you in writing. Target completion: within 30 days for non-urgent, 5 days for urgent (water ingress, no heating).

4. Our After-Sale Support Services

Dedicated After-Sale Contact

Every buyer is assigned a named after-sale contact who speaks English and is your single point of contact for all queries, warranty claims, and practical assistance for the first 2 years after completion.

Annual Property Check (Year 1 & 2)

We will contact you to arrange a complimentary annual inspection of your property during the first two years, proactively identifying any emerging issues.

Snagging List Management

At handover, we complete a joint snagging inspection and provide a written Snagging List with agreed completion dates. All items must be signed off before final payment is released (if using staged payments).

Property Management

For non-resident owners, Kavaleo can directly cover property management services or refer you to one of our vetted partner companies. Services available include rental management, maintenance coordination, key-holding, and utility oversight – tailored to your needs whether you are letting the property or keeping it as a private residence.

Utility Setup Assistance

We assist new owners with the transfer of utility contracts (electricity, water, gas) into their name, including preparation of application forms in Bulgarian.

Owner Community Platform

Buyers in our developments have access to an online owner community for sharing experiences, local service recommendations, and direct contact with our team.

5. Contact for Warranty & Support

After-Sale Team (English)	aftersales@kavaleo.eu
Phone	+16232003744
Office address	jk Slaveikov 79, Burgas, Bulgaria 8000
Office hours	Mon–Fri 09:00–17:30 (EET / EEST)

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