

Inspection Process & Quality Control:

- **Confirm Inspection Schedule with the Builder**
The Homebuyer should confirm the Home Inspection schedule with the Builder and ensure that all work, including painting, windows, doors, water supply, electrical supply, and other applicable works, is completed before the scheduled inspection date.
- **Inspection Reminder**
Once the Home Inspection service is booked with us, a reminder will be sent one day prior to the scheduled inspection date.
- **Inspector Arrival & Communication**
Our Home Inspector will reach the project location at the scheduled time and will contact you upon arrival. In case of any delay due to traffic or unforeseen circumstances, the Home Inspector will inform you in advance. Alternatively, the Homebuyer may contact us at 08062366043.
- **Ensure Flat Accessibility**
The Homebuyer should coordinate with the Builder's CRM team and ensure that the flat is accessible to our Home Inspector on the scheduled inspection date.
- **The Home Inspection will be conducted by a qualified Civil Engineer and he will follow the home inspection standards and professional inspection practices, including the guidelines of the International Association of Certified Home Inspectors (InterNACHI).**
- **Our Home Inspector will carry the inspection checklist and explain the functioning of the thermal imaging camera, socket tester, moisture meter, and other inspection tools within the first five minutes of the inspection.**
- **Homebuyers are requested to cross-check the checklist during the inspection and ensure that all applicable points have been covered.**
- **Upon completion of the inspection, the Homebuyer is requested to review and sign the completed checklist as confirmation that the inspection has been conducted as per the checklist.**

Payment Terms

1. The outstanding balance amount is payable at the time of inspection.

What Will Be Included in the Report

- The final inspection report will include only the issues or defects identified during the inspection.
- If an inspection point is checked and no issue is observed, it will not be listed as a defect in the report. The purpose of the report is to clearly highlight the issues identified during the inspection so that the Homebuyer can take appropriate action with the Builder.
- The actual inspection report may differ slightly from the sample report, as the defects and observations identified can vary from one flat to another depending on the condition of the property at the time of inspection.

Inspection Report Delivery

1. The inspection report will be delivered within 24 hours receipt of the outstanding payment (via email).

Post-Inspection Repairs

- The post-inspection report will be prepared and delivered by Maynaa based on the observations recorded during the home inspection.
- The homeowner is advised to share this report with the builder/developer's construction or maintenance team for necessary rectification of the identified snags and defects and to follow up directly with the builder for their resolution.
- As a third-party, independent home inspection service, Maynaa's role is to identify, document, and communicate observable defects, deficiencies, and potential concerns in the property based on the applicable home inspection standards and professional inspection practices, including the guidelines of the International Association of Certified Home Inspectors (InterNACHI).
- Maynaa does not undertake or supervise the builder's rectification work and is not responsible for the manner, quality, timeline, or outcome of repairs carried out by the builder or its appointed contractors.
- The inspection report is intended to help the homeowner clearly communicate identified issues to the builder and facilitate the rectification and follow-up process.

Queries & Complaint Resolution

1. For any complaint or concern regarding the inspection service or the Home Inspector, please <https://maynaa.com/complaints> or send a detailed email to care@nestwise.in, including relevant details.
2. All complaints will be reviewed and addressed within 2 working days.

Rescheduling & Cancellation Policy

1. Cancellations or rescheduling requests made at least 24 hours before the scheduled inspection will be eligible for a full refund.
2. In case of cancellation or rescheduling within 12 hours of the scheduled inspection or after the Home Inspector has reached the site, a visiting charge of ₹1,500 will be applicable.