

Name of cabinetry & stone supplier withheld for clients only

[REDACTED] Warranty

Subject to proof of purchase, [REDACTED] provides the following limited warranties to the original purchaser of [REDACTED] products purchased and used in Australia and New Zealand only on the following terms and conditions:

Standard 10 Year Warranty

[REDACTED] warrants that it will, at its option, repair or replace any cabinet carcass, hinge and drawer runners, handles, quartz stone benchtops and laminate benchtops that suffer a failure due to a defect in the materials or manufacturing process within Ten (10) years from the date of purchase.

The Standard 10 Year Warranty does not apply to a product's finish achieved, including any colour or shade selected and / or applied, by the customer and / or any third party in any Paint Your Own Doors offer.

Standard 5 Year Warranty

[REDACTED] warrants that it will, at its option, repair or replace any doors and panels, or wire baskets and inserts, steel frame shelves, hanging kitchen storage, waste bins that suffer a failure due to a defect in the materials or manufacturing process within five (5) years from the date of purchase.

NOTE: Any other materials included in the kitchen not listed above are also subject to being warranted by the relevant manufacturers

If the defective product falls under the manufacturer's warranty, [REDACTED] will, at its option, either:

- Arrange repair of the defected warranted product by the manufacturer; or
- Arrange replacement of the defective warranted product by the manufacturer.

if a warranted product is no longer available and cannot be repaired. the manufacturer. at its absolute discretion may replace the warranted product with a substituted item which would be as close as possible in dimension /function and colour, The manufacturer however, cannot guarantee that the replacement item will be exactly the same in all aspects when compared with the original item.

Warranty Limitations:

This warranty does not apply in relation to any damage to the warranted products caused by any of the following!

- wear and tear suffered through normal use (including scratches and cuts) or damage caused by impacts or accidents;
- use of inappropriate chemicals;
- mistreatment, negligent use or misuse:
- insufficient or improper care (including inappropriate use of cleaning products);
- fading, discolouration or damage caused by exposure to intensive or excessive light including ultra violet light moisture or heat (including excessive steam on doors, panels, drawer fronts and cabinets);
- alterations, modifications or use of the Warranted Products which is beyond or inconsistent with the supplied product instructions and which has not been authorised by [REDACTED]: or
- over exposure to heat or water.

[REDACTED] will not, under any circumstances, be liable for indirect special or consequential loss or damages (such as loss of use, inconvenience, loss or damage to personal property). In no event shall the [REDACTED] liability, under this warranty for a warranted product, exceed the purchase price of that warranted product or its replacement.

This warranty does not cover problems caused by improper installation of countertop, cabinets, cabinetwork, drawer guides or hinges, countertop.

This warranty does not cover damage caused by transportation, storage or exposure to excessive temperatures or to defects arising from misuse, neglect, accident, alteration, improper use or care or failure to maintain.

This warranty does not cover to defects caused by: improper handling, storage, installation, assembly, modifications or alterations to the product, extreme temperatures, intentional damage, fire or water, acts of nature, harsh abrasive chemicals, accidental misuse, or normal wear and tear.

Warranty Disclaimers:

This warranty is not transferable.

Wood characteristics naturally occurring such as variations in color, grain, mineral streaks and knots are not considered defects.

Color variations in cabinets are a natural occurrence due to species, age, character of cabinets, and exposure to UV light and sunlight. For these reasons, new and/or replacement cabinets may not match display samples and/or existing cabinets. Such variations and changes are not considered defects.

Warranty Performance:

If a manufacturing defect does occur within the terms and conditions of this warranty, such defective part will be repaired or replaced by MANUFACTURER, as its sole option. MANUFACTURER will not provide or pay for the cost of removal of defective product, transportation of defective, repaired or replaced product or installation of repaired or replaced product.

All warranty claims MUST be made via our email: [REDACTED] and [REDACTED] and must have pictures along with a detailed description of the defects. After [REDACTED] reviews the claim within a 48 hour period or two business days they will, at their discretion, determine to repair or replace the defective product. [REDACTED] will be responsible for related product replacements and provide free or chargeable transportation services as appropriate.