

Warranty Claim Information

Full name

Address of product

Contact number

Authorised Distributor

Authorised Distributor address

Authorised Distributors Contact Number

Order number

Product Model No. & Part Code

Fault description

Installer and Date of Installation

Date

Proof of Fault to be attached (Photo)

Copy of Proof of Purchase to be attached

Kitchen Cabinets and Stones Ltd warranty

Subject to proof of purchase, Kitchen Cabinets and Stones Ltd provides the following limited warranties to the original purchaser of products, purchased and used in New Zealand only, on the following terms and conditions:

Euro Range Warranty

Kitchen Cabinets and Stones Ltd warrants that it will, at its option, repair or replace any cabinet carcass, doors or panels for Euro range products that suffer a failure due to a defect in the materials or manufacturing process within five (5) years from the date of purchase. Kitchen Cabinets and Stones Ltd provides a lifetime warranty on all hinges and drawer runners for Euro range products.

Niki Range Warranty

Kitchen Cabinets and Stones Ltd warrants that it will, at its option, repair or replace any cabinet carcass, hinges and drawer runners, doors or panels for Niki range products that suffer a failure due to a defect in the materials or manufacturing process within one (1) year from the date of purchase.

Stone Bench Top Warranty

Kitchen Cabinets and Stones Ltd warrants that it will, at its option, repair or replace any reengineered stone quartz bench tops for failures in the materials within ten (10) years, or failures in the manufacturing process within five (5) years, from the date of purchase. Warranty does not cover chips, cracks or any damage due to neglect or impacts from heavy/sharp objects. However, exclusions do apply – therefore it is important to read the separate guarantee and care instructions provided.

For the Warranty to Apply

This warranty applies only to the original purchaser of Kitchen Cabinets and Stones Ltd products used for normal, personal, domestic and household purposes only.

The original purchaser may obtain the benefit of this warranty on the following conditions;

1. The product was purchased from an authorised distributor and paid for in full.
2. The original purchaser is able to provide an acceptable form of proof of purchase.
3. The product was installed and used in accordance with all supplied product information and instructions.
4. Kitchen Cabinets and Stones Ltd is notified within thirty (30) days of the alleged problem occurring.

Kitchen Cabinets and Stones Ltd aims to rectify genuine warranty claims as a matter of priority. This is generally achieved by inspecting the product and determining the basis for the claim, and by introducing immediate corrective actions and/or measures to prevent re-occurring problems. It is therefore essential that all warranty claims are submitted promptly to Kitchen Cabinets and Stones Ltd within the thirty (30) day period of the alleged problem occurring.

This warranty represents the only warranty given by Kitchen Cabinets and Stones Ltd, and no other person or organisation is authorised to offer any alternative.

Exclusions and Limitations

This warranty does NOT cover;

- Products without proof of purchase;
- Products not purchased from an authorised Kitchen Cabinets and Stones Ltd distributor;
- Products which have not been paid for in full;
- Products which are resold or resupplied or constitute second hand goods;
- Normal wear and tear;
- Usage other than normal personal, domestic or household use;
- Assembly and installation that is not in accordance with supplied instructions;
- Defects which have been disclosed as a feature or limitation of the products in any literature published by Kitchen Cabinets and Stones Ltd;
- Variations in colour and shade;
- Customisation or modification, leading to delamination;
- General colour fading, discolouration or damaged due to direct and indirect light (exposure to direct sunlight should be avoided);
- Slight variations or differences in the visual features of the products inherent within the manufacturing process;
- Accident, misuse, abuse, negligence, improper handling or failure to follow supplied care directions;
- Exposure to excessive heat, moisture, ultraviolet light or physical or chemical abuse (such as, but not limited to, oven cleaners, floor and paint strippers, and other harsh chemicals);
- Alteration, modification, repair or use of the product which is inconsistent with supplied product instructions;
- Damage, problems or failure caused by acts of God, fire, wind, lightning, flood, storm, vandalism, earthquake, war, civil insurrection, pests, vermin, insects, spiders or interference by foreign objects or matter affecting the product such as dirt, debris, soot or moisture;
- Damage, problems or failure caused by extreme weather conditions, including, but not limited to, hail, salt, or other harsh substances;
- Products which have been installed in a portable or mobile building, structure or application including, but not limited to, a caravan or boat Products which are re-installed at a location other than the original installation site;
- Inadequate support in the structure to which the product is installed;
- Repairs to products without the authorisation of Kitchen Cabinets and Stones Ltd in writing;

If your product has been discontinued, Kitchen Cabinets and Stones Ltd may offer, at its option, a replacement with a similar product. Kitchen Cabinets and Stones Ltd does not warrant that replacement will fit any existing fixtures or chattels, which include, but is not limited to, appliances and/or components, sinks, taps, dishwashers, ovens, stovetops, range-hoods, plumbing, electrical, flooring, windows, walls, ceilings and other cabinetry or furniture.

Kitchen Cabinets and Stones Ltd does not warrant the removal, installation, de-installation, re-installation or set up costs or any other associated costs with a claim.

Kitchen Cabinets and Stones Ltd does not warrant any consequential, incidental, direct or indirect loss, expense or damage suffered by you or any third party arising from or in relation to the use, installation, performance or failure of any Kitchen Cabinets and Stones Ltd product.

This warranty is not transferable or assignable.

How to Claim

To make a claim under this warranty, you must provide a copy of your original proof of purchase, and proof of installation (where applicable), to enable us to determine whether your Kitchen Cabinets and Stones Ltd product falls within the warranty and the relevant warranty periods. This will also help to determine whether the claim made is genuine, and is not based on any breach of warranty or any violations of the law, such as those involving lost, stolen, and counterfeit or second hand goods.

The acceptable proof of purchase is the tax invoice or cabinet list receipt that clearly itemises the product and gives the date and place of purchase, and, if applicable, information pertaining to the installation of your Kitchen Cabinets and Stones Ltd product. As a strict condition, where there is no acceptable form of proof of purchase, Kitchen Cabinets and Stones Ltd undertakes no responsibility to repair the product under warranty.

You will need to contact Kitchen Cabinets and Stones Ltd during the applicable warranty period on the contact details provided below. To enable Kitchen Cabinets and Stones Ltd to correctly identify and rectify the problem, please be ready to provide accurate details of your product, date of purchase, date of installation, purchase details, a full description and an image of the problem. Our sales representatives will let you know what other information is required for processing your claim. Importantly, you will need to arrange with Kitchen Cabinets and Stones Ltd inspection of your product as part of our assessment of your claim.

Please bear in mind, you will be responsible for all expenses involved in contacting Kitchen Cabinets and Stones Ltd to make your claim under this warranty and Kitchen Cabinets and Stones Ltd will bear the expense of any inspection and processing of your claim.

Contact	Email:	customerservice@kitchencabinets.co.nz
	Phone:	09 414 4903
	Post in New Zealand:	Warranty claims Kitchen Cabinets and Stones Ltd customerservice@kitchencabinets.co.nz
	Hours of business:	Mon-Fri 9.30am–5.30pm, Sat 9.30am–2pm

Fulfilling Warranty Claims

Kitchen Cabinets and Stones Ltd will honour all valid claims made under this warranty by either repairing, replacing or refunding (at Kitchen Cabinets and Stones Ltd option) the product.

Charging

You WILL BE CHARGED for work done, or any service calls if;

- The issue is not covered by this warranty;
- There is no issue with this product;
- No acceptable proof of purchase is provided, and Kitchen Cabinets and Stones Ltd proceeds with processing the claim

Kitchen Cabinets and Stones Ltd strongly recommends that all supplied instructions are read by the purchaser upon purchase of the Kitchen Cabinets and Stones Ltd product, prior to making a warranty claim.

Additional Rights

The benefits provided under this warranty are in addition to any other rights or remedies the purchaser may have as a consumer under any other law which applies to Kitchen Cabinets and Stones Ltd products.

Nothing in these terms of warranty is intended to limit the rights consumers in New Zealand may have under the Consumer Guarantees Act and legislation. This legislation does not apply if the product is acquired for the purposes of a "business", as defined in the legislation.