

THE KITCHEN STORE

12 MONTH LIMITED INSTALLATION WARRANTY TERMS

Where we install your new kitchen (often known as 'supply and fit') we provide a limited 12-month workmanship warranty.

WHAT IS COVERED

Our warranty covers the workmanship of our labour for example the installation of cabinets, worktops and worktop joints, panel cuts, plumbing and electrical connections.

WHAT IS NOT COVERED

1. Faults as a result of natural deterioration or fair wear and tear, accidental or intentional damage, abuse, misuse or neglect, scratches, marks and blemishes, usage, stains and chips.
2. Routine maintenance or adjustment. For example, general alignment, door and hinge adjustments, loosened screws, etc.
3. Consumable items. For example; batteries, filters, bulbs, belts, brush bars, fuses, tap washers etc.
4. Additional work carried out privately by our fitters under your instruction, paid or unpaid, that is not included in the schedule of works agreed in our original contract.
5. Treatment of any goods or products in contravention of our Product Care Instructions.
6. Work or repairs carried out by another person or tradesperson after we have completed our work.
7. Any faults or failures in the goods and products themselves, not related to the installation. Refer to the manufacturer's warranty provided with the item concerned.

INFORMING US

If you experience a problem with the workmanship during the warranty period, which you think may be covered by this warranty, you must notify us by telephone or email as soon as reasonably practicable, upon becoming aware of the problem.

(Delaying notification may affect your rights under this warranty as the warranty does not cover additional remedial work that is required because of delayed notification).

ASSESSMENT

We may assess the claim remotely from photographs and videos you provide however it may be necessary for a TKS team member to attend and examine the problem or fault to ascertain whether it is covered by the warranty.

Where the issue identified is a result of faulty workmanship and therefore covered by this warranty, we will agree to carry out those repairs necessary to rectify the fault at no cost to you. Where we deem it to be necessary, we will provide replacement products. Where identical products are no longer available, we reserve the right to provide a product of similar specification.

OTHER TERMS AND CONDITIONS

1. This warranty only applies where the products (and therefore the workmanship of the installation services) have been used for domestic purposes only.
2. The warranty becomes effective on the first day of the installation by our installer.
3. Your order with us must be paid in full and in line with the terms we agreed on when your order was placed with us.
4. Where works are carried out under this warranty they will be covered by this warranty for the duration of the remaining term of this warranty. The warranty period will not restart on completion of the remedial works.
5. This warranty is not transferrable upon the sale of your property.
6. This warranty is in addition to your statutory rights as a consumer.

