

# Warranty

Thank you for choosing a Kitchen Book product.

You have purchased a Kitchen Book product from Life Kitchens for Living Limited trading as Kitchen Book, subject to Kitchen Book's Terms and Conditions of Sale (the "Contract"), and the Kitchen Book is pleased to offer you an extended warranty which forms part of the Contract. The terms of this warranty will be construed in conjunction with the other terms of the Contract. In the event of any conflict or inconsistency between the Terms and Conditions of Sale and the terms of this warranty, the terms of this warranty will prevail to the extent of the conflict or inconsistency.

## Warranty Terms & Conditions

The warranty guarantees that the following products supplied by The Kitchen Book will be free from faults or defects in materials for the following time periods from delivery, subject to the terms and conditions of the Contract and the terms set out below:

- a. Kitchen and Bedroom Book product: 10 years
- b. Kitchen and Bedroom Facias and Accessories: 6 years
- c. All Blum hinges and drawers: Lifetime guarantee
- d. All Kesseböhmer internal storage and accessories: 10 years
- e. All Sycamore lighting: 5 years
- f. All worksurfaces: 10 years
- g. All other products: refer to manufacture warranty

## The warranty only applies:

- a. To the products listed at item 1 above.
- b. To Kitchen Book partners (who are accredited and compliant with the terms of Kitchen Book at the time of purchase) and may not be transferred or assigned to another party.

## The warranty does not cover:

- a. Parts, materials or equipment not supplied by Kitchen Book.
- b. Damage caused or contributed to by poor, faulty or incorrect use, installation or maintenance (or any other failure to follow Kitchen Book's instructions, whether oral or in writing).
- c. Damage caused or contributed to by events outside of Kitchen Book's control, including but not limited to Acts of God, fire, explosion, contact with corrosive matter, extreme weather conditions, flood, vandalism, soiling, misuse, abrasion, improper storage following delivery, rot and/or infestation following delivery, leaks (or similar incidents), damage due to non-domestic use.
- d. Changes caused by the natural weathering process on timber products.
- e. Damage or colour deterioration caused and contributed to by normal wear and tear.
- f. Damage caused or contributed to by alterations or repairs.
- g. Damage caused or contributed to by the removal of products following initial installation.
- h. Damage caused or contributed to by wilful damage, abuse, mistreatment, negligence or environmental conditions.
- i. Damage caused or contributed to by household animals or misuse by children.
- j. Damage caused or contributed to by products being used in an environment unintended by their original design.
- k. Any defect in the products arising from any drawing, design or specification supplied by you.

## How to claim

- a. To make a claim under this warranty, please contact the Kitchen Book [customer services team] who will guide you through the process.
- b. Where a valid claim is made and properly notified to Kitchen Book, Kitchen Book will repair or replace (at its sole discretion) the affected products (or the part in question), but Kitchen Book shall have no further liability to you. Where the products are no longer available, Kitchen Book will provide a replacement product with a similar specification.
- c. This warranty does not cover delivery of the products to you, installation of the products or removal of the products.
- d. The colours of replacement products will be of newly manufactured products, which may not exactly match the colour of other products which are not being replaced and which may have altered in colour over time. Kitchen Book's obligation to repair or replace only applies to those products which do not conform to the warranty, and Kitchen Book is not obliged to replace the entire kitchen.
- e. All claims must be made within 7 days of the date of delivery of the product or (where the defect or failure was not apparent on reasonable inspection) within a reasonable time after discovery of the defect or failure. If delivery is not refused, and you do not notify Kitchen Book within these time frames, you shall not be entitled to rely on this warranty and Kitchen Book will have no liability for such defect or failure.
- f. Kitchen Book requires a reasonable opportunity to inspect the products in the installed location. If it is not reasonably practicable for the product to remain in situ, it must be retained for inspection by Kitchen Book.

## Onward Sales

- a. Kitchen Book's obligation under this warranty relates only to you as the purchaser of the products. This warranty does not create any contractual obligation between Kitchen Book and any customer to whom you sell the products.
- b. You are free to determine the warranty terms that you offer to your customers.



# Warranty



## Quality for the moodtime of the furniture

Our goal is to ensure that our fittings systems provide comfort and function to furniture buyers for the moodtime of the furniture. All Blum products are engineered to provide for a problem-free-use of the furniture during its moodtime, which is up to 20 years. We achieve this goal by using the strictest internal guidelines that are basis for our ISO 9001 quality management system. We also use our own testing laboratory in conjunction with other international testing organisations to monitor the quality of our own products on a regular basis and observe how they are used in daily activities.

As a gesture of goodwill, for so long as the original purchaser is in possession of the furniture, and it has been used only in domestic circumstances, we will replace defective Blum products by sending replacement parts free of charge to the address of this purchaser. To the fullest extent permitted by law, all other claims are excluded, including any related labour costs regarding removal of the defective product and/or installation of the replacement part. Improper use as well as improper operation or excessive loads are also excluded. Any claim for defective Blum products in furniture used for commercial purposes will be handled on a case-by-case basis. All electrical and electronic components are not included; however please refer to their separate, corresponding guarantees.

All services are provided without acknowledgement of any legal responsibility, are at any time subject to change without further notice, and are subject to the standard terms of supply issued by Blum from time to time, which are available at [www.blum.com](http://www.blum.com).

To obtain the free of charge replacement you must provide us with the defective product, a short description of the problem as well as a copy of the proof-of-purchase within 30 days of the problem occurring.

# Warranty

10 year guarantee in respect of function and use



Congratulations on your purchase! This product contains quality components from Kesseböhmer (frames, baskets, Trays, etc.). These systems comply with the highest industrial requirements. We hereby confirm the assumption of a 10 year guarantee (2 years electronic components) on the function and characteristics of use of all kesseböhmer products provided that they are handled and used correctly.

The guarantee does not apply to wear parts. Our products comply with din 68930:1998 and dgm ral-gz 430 with respect to corrosion. Under the guarantee agreement, Kesseböhmer assumes liability for damage to our products due to defects in design, manufacturing or materials. Where damage is proven, Kesseböhmer will replace the fittings free of charge.

The guarantee period is ten years starting on the date of acceptance of the goods, or at the latest 30 days after installation has been completed. Kesseböhmer's liability assumes that the part has been installed in accordance with its intended use and with generally accepted technical principles and that Kesseböhmer's installation instructions have been strictly adhered to. Any damage must be reported to Kesseböhmer immediately in writing and the affected products and examples of the damage must be kept for inspection. Kesseböhmer reserves the right to have its own or third-party experts inspect and verify the damage.

**10 YEAR**  
GUARANTEE

# Warranty



Sycamore Lighting Ltd

Warranty and after care information

## Warranty & period

Sycamore Lighting Ltd warrants that the product will be free from defects in material and workmanship for the warranty period is 5 years (battery lighting 12 months).

The warranty period commences on the date of invoice to the client, not the date of installation, or if the client cannot provide proof of invoice then the despatch date from Sycamore Lighting Ltd.

## Sycamore Lighting Ltd obligation under warranty

Sycamore Lighting Ltd.'s sole obligation under the warranty shall be to provide replacement product(s) during the warranty period. Sycamore Lighting does not assume responsibility for delays in replacement or repair of products or parts.

Sycamore Lighting Ltd does not assume responsibility for any costs associated with the installation or replacement of any products during the warranty period.

## Limitations

No salesperson, representative, distributor or agent of Sycamore Lighting Ltd, is authorised to make any guarantee, warranty, or representation that contradicts the terms contained in this limited warranty. Any waiver, alteration, addition, or modification to the warranties contained herein must be in writing and signed by an authorised representative of Sycamore Lighting to be binding and enforceable. Sycamore Lighting does not assume responsibility for any specific application to which product or parts of products are applied including, but not limited to, compatibility with other products. Sycamore Lighting will not accept any responsibility or warrant any product that has been tampered with or has been changed, altered or wrongly installed. All statements, technical information, or recommendations relating to the products or parts issued by Sycamore Lighting are based upon tests believed to be reliable, but does not constitute a guarantee or warranty. Sycamore Lighting shall not under any circumstances be liable to any party for loss of profits, loss of goodwill, or any other special, consequential, or incidental damages whatsoever, with respect to any claim in connection with parts supplied by Sycamore Lighting or products or parts used in any product or products supplied by Sycamore Lighting.

## Exclusions to the Warranty

The limited warranty shall be null and void in the following circumstances;

- 1.Modification or repair of any covered product or part by the installer, end user, or any non-authorised Sycamore Lighting service provider.
- 2.Improper use or installation, failure to conduct regular maintenance or cleaning, or damage by accident or neglect, of any covered product or part by the end user or any third party.
- 3.Failure by the installer, end user or any third party to exercise caution to protect any covered product or part from outside damage, adverse temperature (normal ambient temperature 0 – 25 C), humidity conditions, fluctuations in the electrical system or physical abuse as well as failure related to workmanship in the installation of the products or parts.
- 4.Sycamore Lighting will not assume responsibility for corrosion or other resulting damage to products where they are installed in areas where fertilizer or chemicals are present, either in the air or in the soil or where products are installed near to chemical plants etc., or areas with emissions of heavy polluted air.
- 5.Failure of supplied lamps: all lamps have a manufacturer's average lamp life and can fail before or after the prescribed average. Lamplife is reduced by switching cycles, temperature and voltage fluctuations outside of their normal operational range.
- 6.It is essential that the battery packs within all emergency luminaires are replaced after a four year period. All emergency luminaires must be tested in accordance with BS EN 5266-8-2004. Increased frequency of emergency testings may result in the premature replacement of battery pack before the standard four year period.
- 7.Any product specified by a third party, that is to be used in conjunction with Sycamore Lighting products, will be subject to that suppliers product warranty conditions.



# Warranty

## 10 Year guarantee



PWS recognise that a quality worksurface is a big investment and it is therefore important we supply the appropriate care and maintenance instructions to keeping your new worksurface looking as good as new. You can find these on our website.

In the rare event of problems, you'll be reassured to know that from the date the installation is complete and signed off, PWS automatically guarantees the registered owner of the installed worksurface against manufacturing defects for a period of up to 10 years.

You will appreciate that we must set limits on the extent of the Guarantee we can give so it is important that you read and understand the terms of the Guarantee which can be found on our website.

