

OUR GUARANTEE

APPLEWOOD KITCHENS



Your Quality Guarantee

Important: Your Applewood kitchen is manufactured to a high standard and should last for years to come. We are therefore proud to offer a lifetime guarantee on your kitchen cabinets, drawerboxes and Blum products. Your Guarantee however does not apply to parts, materials or equipment that are not supplied by Applewood Kitchens. Nor does it apply to faults arising from incorrect design, poor planning, substandard fitting, insufficient maintenance or damage caused by water ingress.

To: Our Customer

We, Applewood Kitchens, hereby GUARANTEE that the kitchen cabinets and drawerboxes supplied by Applewood Kitchens will be free from defects in materials and workmanship. SUBJECT ALWAYS to the following conditions:

- 1) In so far as the terms of this Guarantee are inconsistent with the Company's standard terms and conditions of sale, the contents of this Guarantee shall prevail.
- 2) Our Customer must notify in writing to the Company of the nature of the alleged defect within one month of the delivery date or (where the defect or failure was not apparent upon reasonable inspection) within 6 months after the date of discovery and within the period of this Guarantee

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3) The Company shall not be liable for any defect arising from accidental damage, wilful damage, negligence, abnormal working conditions, incorrect design or fitting by our Customer or any third party other than the Company. Neither will it be liable for our Customer's failure to follow the Company's instructions (whether oral or in writing), misuse, alteration or repair of the products without the Company's prior approval.

4) The Company shall not be liable for normal product wear and tear as result of general domestic kitchen use. Neither does this Guarantee apply to defects relating to doors, and mechanisms which are subject to an independent 5 and 1 year guarantee, and accessories which are all subject to an independent 1 year guarantee from date of delivery.

5) The Company shall not be liable under the Guarantee if the total price of the products has not been paid for by the due date for payment.

6) Where any valid claim regarding a product is agreed by the Company and is based upon a defect in the quality or condition of the products or the Company's failure to meet any specification, our Customer shall be entitled at their choice to have the original product repaired. If, from this, the claim cannot be resolved it will be directly replaced with the most similar product available at the time. No credit notes will be given by the Company; neither will it be responsible for the product installation.

7) Save for the Company's obligations referred to in clause 7 above, the Company shall have no further liability to our Customer and shall not be liable (save for death or personal injury) for consequential loss or damage, costs, expenses, or other claims for consequential compensation (whether caused by the negligence of the Company its employees, agents or otherwise) in connection with the supply of the products or their use or resale by our Customer.

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8) Natural environmental changes, such as the passage of time and exposure to light, cause the colour of materials to gradually alter. Therefore, if a replacement is required, it may not be possible to provide a new unit which exactly matches the existing units. In this case, should the original material be no longer be obtainable, the Company will endeavour to provide the closest possible alternative from the current range.

9) Kitchen cabinets and doors should not be exposed for long periods to direct sunlight. Excessive heat from direct sunlight during the summer can cause wood to dry out and split, paint to fade and the glue behind vinyl wrap doors to degrade and the vinyl to peel. Damage caused by natural sunlight is not covered by our product guarantee.

10) This Guarantee shall be governed by and construed in all respects in accordance with English Law.

11) All work surface material is covered by the warranty from each individual surface/product manufacturer, any work top related issues will be subject to a report from the manufacturer depending on the circumstances of any reported issues.

12) Your Statutory Rights are not affected by the Terms of this Guarantee.

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Customer Information - Warranty update 2024

At Applewood Kitchens, we prioritise the quality and longevity of our kitchen products. Our comprehensive warranty coverage ensures your peace of mind:

Lifetime Guarantee on Cabinets:

Our cabinets are meticulously crafted using premium materials and construction techniques. We guarantee their structural integrity for a lifetime, safeguarding against defects in workmanship and materials.

This warranty covers any issues arising from normal household use.

Lifetime Warranty on Blum Products:

We trust in the excellence of Blum, a renowned brand in kitchen hardware. Our commitment to quality extends to every aspect of your kitchen, including hinges, drawer systems, and lift systems. Blum products are backed by a lifetime warranty, assuring you of their reliability and durability.

5-Year Warranty on Doors & Mechanisms:

Our doors and mechanisms undergo rigorous testing to ensure smooth operation and resilience to daily wear and tear. We offer a 5-year warranty on these components, covering any manufacturing defects or malfunctions that may occur under normal usage conditions.

1-Year Warranty on Accessory Items:

Enhance your kitchen with our range of accessory items, designed to optimise functionality and style. We stand behind the quality of these products with a 1-year warranty, providing protection against any issues encountered within the first year of use.

Our commitment to excellence extends beyond the purchase of your kitchen. If you have any questions regarding our warranty, please refer to our terms and conditions or reach out to our dedicated customer service team.