

# KITCHEN SHACK 10 YEAR GUARANTEE CARE AND MAINTENANCE



All Kitchen Shack cabinets, doors and benchtops are covered by our 10 Year Guarantee from the date of purchase. This Guarantee covers defective materials in any component, subject to the qualifications below.

Should you find a component you think is defective, please notify your place of purchase immediately. Any defects or damages need to be reported to Kitchen Shack within 48 hours of delivery. You may need to provide photographs that clearly help identify the issue or return the component for inspection. Kitchen Shack will then decide under the terms of this Guarantee, the best course of action and if the claim is valid. If valid, Kitchen Shack will arrange for the component to be replaced or repaired as soon as possible. The replacement or repaired component/s will then be made available for collection from one of our showrooms or our supplier. Please note replacement componentry will in some cases take as long as the kitchen production time. Discontinued finishes will be supplied with the closest available finish.

This Guarantee is not transferable, and the original contract or receipt must be presented with the claim if requested. Delaminating faults need to be reported immediately when the fault arises.

Appliances, sinks and accessories are not covered by this Guarantee as they have their own manufacturer guarantees. Installation, assembly, and additional works are not covered by this Guarantee.

Quartz Stone benchtops supplied by Kitchen Shack are limited by the stone brands individual guarantee. Please ensure you check your relevant quartz stone manufacturer's guarantee.

## **This Guarantee does not cover damage from, to, or by the following:**

- Normal wear and tear, cuts, scratches, damages caused by impacts, accidents or installation.
- Shrinkage or movement of any materials or fittings which by their nature of use, could be expected to shrink or move, including where house or floor movement has been a factor.
- Heat, water or moisture damage to cabinets, benchtops, or joins where appliances, kettles, toasters or hot pots may have been the cause. Spillage of water or alcohol around sinks, hotplates and laminate joins should be wiped up immediately as moisture infiltration occurs naturally with timber products.
- Direct or indirect sunlight causing discoloration.
- Cabinetry used in outdoor areas that are subject to the elements.
- Knobs, handles and hinges exposed to excessive moisture or corrosive products.
- Stone supplied by other companies other than Kitchen Shack.
- Citrus-based cleaning products on any surfaces.
- Water left on any surface for any length of time as discoloration and/or swelling can occur.
- Kitchens that are installed in an outdoor environment.
- Brass accessories that tarnish due to lack of maintenance.
- Cutting directly on the benchtop surface or sliding crockery or heavy appliances across benchtops.
- Using solvents such as Mr Muscle, Methylated Spirits, Nifty Solvent, Flash, Jif or any liquid or any other harsh products for stubborn stains. This includes excessive scouring or use of abrasives on surfaces.
- Residue stains from berry jams, beetroot, herbs such as saffron and alcohol that have been left and not wiped up immediately.
- Damage or swelling caused through use of steam cleaners of any type.
- If maximum drawer set weights are exceeded. Please keep drawer weights under 20kg.
- Excessive weight on shelving that results in bowing.
- Work carried out by installers or other trades.

General cleaning is best done with warm soapy water on a damp, but not too wet cloth. This method will remove most marks if attended to immediately. Use a mild ammonia-based cleaner such as Windex for extra strength if required.

We strongly recommend that if your kitchen purchase is for or may be used in a property that will be tenanted in the future, then the occupier is made aware of this Guarantee.

# KITCHEN SHACK

## CUSTOMER WARNING



- Please do not use toasters, electric kettles, frypans, crock pots or any heat emitting appliance or object immediately under your top cabinets.
- Any excessive heat or steam applied to the underside of your cabinets could cause irreparable damage to your cabinet doors.
- In particular any doors made using a vacuum form vinyl process, such as "Carrington", "Aspen", "Shaker" or "Metro" doors where the vinyl is heat bonded to the substrate, will quickly shrink and delaminate with direct heat.
- No guarantee applies to doors damaged in such circumstances. See full details in the "Kitchen Shack 10 Year Kitchen Guarantee".

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### **MARIBYRNONG**

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### **MOORABBIN**

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