

GUARANTEE

Exeter Kitchen Store kitchens are built using proven manufacturing techniques and high quality materials. With over 40 years of manufacturing experience you can be assured that you are purchasing a kitchen of excellent quality. We have put in place the strictest of quality control measures to ensure that your kitchen leaves our production line only when it has undergone a series of rigorous checks.

Exeter Kitchen Store kitchens all come with a 25 year guarantee on cabinets, hinges, drawer boxes and runners. In the extremely unlikely event that, subject to fair wear and tear, any of the cabinets, hinges, drawer boxes or runners are supplied should fail, we will repair or replace the faulty item at no expense for a period of 25 years from the date the delivery.

All doors within the Exeter Kitchen Store range come with a 5 year guarantee against manufacturing defects.

To validate your guarantee, you must register your details online at:

www.exeterkitchenstore.co.uk/guarantee-registration within 90 days of delivery. On doing so you will receive an email confirming your guarantee.

Full details of the guarantee can be found below.

Terms & Conditions

1. This guarantee covers products purchased for domestic use only.
2. The 25 year guarantee period runs from the date of delivery by Exeter Kitchen Store.
3. The 25 year guarantee applies to cabinets, hinges, drawer boxes & runners.
4. Door and drawer fronts are covered by a 5 year manufacturer guarantee.
5. We will rectify defects which are clearly attributable to material and/or manufacturing faults, provided they are reported immediately after being identified and within the guarantee period.
6. The following are excluded from all guarantees;
 - a. Normal wear and tear resulting from use for the purpose intended.
 - b. Damage caused by incorrect installation
 - c. Damage caused by incorrect use or care, in particular excessive water/damp.
 - d. Products sold or installed outside of the mainland UK
 - e. Variations in the colour and structure of wood and changes in wood which normally occur over a period of time.
 - f. Appliances, sinks, taps, worktops, handles and internal storage mechanisms.
7. Appliances, sinks, taps, worktops, handles and internal storage mechanisms. The terms of these warranties will be specified in the manufacturers own literature and claims should be made directly with the manufacturer.
8. Should you require a replacement door or drawer front and the original door style has been discontinued, we will replace the item with a product as similar as possible to the original in style/quality. Fitting/labour costs are not covered.
9. Delivery of replacement parts or repair does not extend the original guarantee period and it does not result in a new guarantee.
10. The guarantee is held by the purchaser of the kitchen and is not transferable.
11. To make a claim you must be able to provide proof of purchase.
12. Exeter Kitchen Store should be granted reasonable opportunity to inspect the product in the installed situation. In circumstances where it is not reasonably practicable for the product to remain where it is, the product should be kept for inspection by Exeter Kitchen store.
13. These terms & conditions shall apply in their current version.