

TERMS AND CONDITIONS

Here at Kitchen Creations our objective is to leave each and every customer delighted with their new kitchen. We take extreme pride and care through every step of the process, from design to installation. And of course it goes without saying that happy customers fuel our excellent reputation, recommending us to their friends and family.

WORKMANSHIP GUARANTEE:

We are more than happy to guarantee our workmanship for 2 years after completion of your new kitchen.

MANUFACTURING GUARANTEE:

Our kitchen units are made to the highest standard and are guaranteed for 5 years on the furniture and 2 years on mechanical parts.

All appliances carry a minimum 24 month guarantee, but generally with the option to extend after the initial period. All appliance guarantees are the customer's responsibility to register. This can be done either on-line or by post. We shall provide you with the necessary serial numbers, which will be your Proof of Purchase, once the balance due on your account has been paid in full. Sinks, taps and worktops will also carry a minimum 12 month guarantee, but please check your individual paperwork. Please store all your paperwork safely as we do not keep copies. Should you encounter any issues please contact the manufacturer on the customer service line listed. The specialist service agent will need the model and serial number and will try to diagnose any issue with you. If they are unable to do this they will arrange an engineer's visit with you. Of course we will be happy to answer any questions or queries you may have.

GENERAL TERMS AND CONDITIONS:

1. The placement of an order implies acceptance of these terms of trade.
2. We reserve the right to charge a 10% cancellation fee.
3. An administration charge may apply for any changes to your initial order.
4. All goods are ordered specifically for your kitchen, in doing so, we are unable to offer a returns policy unless good are deemed faulty.
5. Agreed payment terms cannot be changed after your order has been placed, agreed and signed.
6. The price to supply and install your kitchen includes the fitting of all units, worktops, trims and panels. The costs exclude all electrical work and plumbing, unless specifically mentioned in our quotation. Our fitting cost will include the fitting of all appliances supplied by Kitchen Creations.
7. Kitchen Creations cannot be held liable for fitting goods that have not been ordered from us. If you choose to buy parts of the kitchen independently you are liable for their fitting and any damage that may be caused to your kitchen.
8. All goods are the responsibility of the customer once delivered to the site address. Kitchen Creations accepts no responsibility for the loss or damage of goods, once on site.

9. We will mutually agree delivery and installation dates. We require at least 5 working days' notice if you wish to reschedule any agreed dates
10. We rely upon our suppliers and contractors to do the best to keep to the timescale we agree with you. Despite our best efforts we cannot absolutely guarantee meeting specific dates as timescales can slip due to circumstances beyond our reasonable control. Should this happen we will keep you fully informed.
11. If your site has access restrictions, we may have to adapt the design to allow goods to be delivered. We will endeavour to make you aware of this at the design stage.
12. Prices for worktops and glass will remain as an estimate until a template by the appropriate contractor has been carried out. Should these items incur any extra cost, we are unable to process the order until payment has been made in full.
13. Granites and timber are natural products. Kitchen Creations cannot be held responsible for natural variations in colour or pattern. In each case the best available match will be supplied with orders.
14. Your manufacturing and workmanship guarantees do not cover accidental damage by you or general wear and tear over the years of kitchen enjoyment. This includes, but is not limited to, misuse, knocks and scratches, water damage, natural mellowing, hot or heavy objects placed directly onto work surfaces. These guarantees will cover manufacturing or fitting defect only, and will only cover work carried out by Kitchen Creations.
15. Should there be any manufacturing defects in the supplied goods, Kitchen Creations will liaise with the manufacturer of the goods to replace them. However in all cases the liability for manufacturing defects of any goods supplied will rest with the manufacturer.
16. We provide excellent aftercare to all our customers. However, if we have an outstanding balanced owed to us by you after the kitchen has been installed, we will not be able to honour any guarantees, or perform remedial work until your account is fully settled. Furthermore, we may ask you to pay for any additional works upfront.
17. We cannot accept responsibility for damage to or severance of any cables, pipes or wires laid in or under the floor or wall unless they have been clearly marked and brought to our attention. Kitchen Creations will not be liable for any consequences of such damage.
18. The customer is responsible for the protection of floor coverings, fixtures and fittings and fragile objects that are in the path of goods being delivered. Kitchen Creations will take the utmost care when delivering goods but cannot be held responsible for any damage caused to these items.
19. All drawings and plans are intended for illustrative purposes only.
20. All goods are the property of Kitchen Creations until the relevant invoice is paid in full, and delivered items will be removed from site if unpaid for.
21. We reserve the right to charge interest on overdue accounts.
22. Any disputes with the invoice must be raised in writing and received by Kitchen Creations within 7 days of the installation date. Failure to do this will result in full invoice amount being payable to Kitchen Creations. Cheques should be made payable to Kitchen Creations.

23. Terms of payment are;

- i. 50% of the total quoted amount is required prior to commencement of works (purchase of materials and a deposit)
- ii. 25% of the total amount outstanding is required upon completion of manufacture and prior to installation, for progress payment.
- iii. The final payment is required 7 days after final installation date plus any additional costs for the work incurred.
- iv. late payment will result in an interest charge calculated on a daily basis of 10%
- v. It is the responsibility of the client to make all payments on time to Kitchen Creations. Any additional cost incurred by Kitchen Creations, for the chasing up and collection of late payments, including legal costs, will be payable by the client in full to Kitchen Creations.

Acceptance of Terms & Conditions:

To accept the proposal and confirm that work is to be undertaken, a representative from Kitchen Creations and the client must sign the plan, the proposal, complete and sign these Terms and Conditions.

INSTALLATION SITE:

Address: _____

Suburb: _____ Postcode: _____

Phone: _____

I _____ have read in full, hereby agree to and understand the terms and conditions stated.

(Client Full Name)

CLIENT:

Full Name: _____

Postal Address: _____

Contact Number: _____

Email: _____

Clients Signature: _____ Date: _____

Kitchen Creations Signature: _____ Date: _____