

Warranty Terms and Conditions

DETAILS TO HAND

Once your kitchen units have been delivered, you will have up to 28 days to claim for any missing items or damaged items. Outside of these timeframes, you will be covered by your guarantee for any quality control issues. It is essential that you send through pictures, clearly showing any faults. This will then allow our team to quickly and easily recognise any problems, and establish a suitable solution.

1. Warranty introduction

From the day of installation your Lowe and Bespoke Limited kitchen is covered by a lifetime warranty. This is reduced to 10 years if installed by a third party. This covers any defects in our workmanship that arise from normal use of the cabinets. We will replace or repair any part of the kitchen which proves defective.

2. Warranty conditions

The warranty applies

To cabinets manufactured by Lowe and Bespoke Limited. It does not apply to, for example, worktops, accessories or appliances. If you are unsure as to what is meant by "cabinets" please speak to a member of staff who will be able to clarify the position for you;

To the person who purchased the cabinets. It is not transferrable to any other person;

To individuals who purchased the cabinets as a consumer for private use, not to businesses, companies, partnerships or sole traders;

To cabinets used entirely within a domestic environment for personal use, not to cabinets put into and used within business premises, places of work, rental properties, student properties or similar;

To cabinets used within the environment intended by their design, for example, kitchen cabinets used within a kitchen and not kitchen cabinets used in, for example, a garage;
To cabinets used and installed in accordance with any guidelines provided by Lowe and Bespoke Limited;

Where the purchaser of the cabinets has validated the warranty in accordance with paragraph 4 below;

To cabinets purchased and used within the United Kingdom

3. Exclusions

The warranty does not cover:

Items purchased by you from Lowe and Bespoke Limited which are manufactured by another manufacturer e.g. our drawer runners are guaranteed from Grass and have a lifetime warranty. Our integrated bins from Vauth-Sagel have a 10 year manufacturing warranty.

Damage caused or contributed to by poor, faulty or incorrect use, installation or maintenance;

Damage caused or contributed to by events outside Lowe and Bespoke Limited'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;

Damage or colour deterioration caused or contributed to as a result of normal wear and tear;

Damage caused or contributed to by alterations or repairs other than those carried out by Lowe and Bespoke Limited;

Damage caused or contributed to by the removal of the cabinets following initial installation;

Damage caused or contributed to by wilful damage, abuse, mistreatment, negligence, abnormal storage or environmental conditions;

Damage caused or contributed to by household animals and misuse by children.

4. Limitations and conditions

- a. Please note that we will not deal with or pay for the removal of defective cabinets (or parts). Any replacement items from Lowe and Bespoke Limited will be delivered to you directly.
- b. Installation of any repaired or replacement cabinet or cabinet part will not be Lowe and Bespoke Limited's responsibility.
- c. If you do not allow the Lowe and Bespoke Limited's representative to review the cabinet which is subject to the warranty claim you will invalidate the warranty in respect of that claim.
- d. Any repaired or replacement cabinet parts shall be guaranteed on the terms of this warranty for the unexpired portion of the warranty period only.
- e. This warranty is non-transferrable and is personal to the original purchaser as shown on the invoice.
- f. This warranty is subject to the jurisdiction of the courts of England and Wales, and any dispute or claim arising out of, or in connection with it or its subject matter, shall be governed by, and construed in accordance with English law.