

# The Kitchen Culture Warranty

## Duration of the Warranty

The warranty offered by Kitchen Culture Pte Ltd is valid for 1 year from the date of purchase, delivery or installation, whichever is later, for products sold and installed in Singapore. The original invoice and payment receipt is required as proof of purchase.

## Scope of the Warranty

The warranty covers defects and damages attributable to manufacturing defects, material defects of the parts listed in this warranty or faulty workmanship during installation by Kitchen Culture.

If a warranty claim is made, Kitchen Culture will examine and assess whether it is covered under our warranty. If the claim is valid, Kitchen Culture will then either repair the defective part or replace it with the same or comparable part. If the part is no longer manufactured or sold by Kitchen Culture, Kitchen Culture will provide a comparable replacement at our own discretion. Kitchen Culture will bear the cost of parts and labor if provided that the item was installed by Kitchen Culture. If Kitchen Culture has to incur additional cost to gain access to the item to repair or replace it, the customer shall bear the additional cost to provide this access.

## Lead Time

The replacement parts may take a minimum of 3 months to arrive. Once the parts are in our warehouse, Kitchen Culture will schedule an appointment for the repair or replacement depending on the availability of our customer service technicians.

## Warranty Exclusions

The warranty is void if the item has not been, used or maintained properly, placed outdoors, kept in enclosed extreme humid environments for extended periods of time, used in non-domestic environments, or unauthorized modifications by third parties without our written consent. The warranty does not cover normal wear and tear, color changes or variations in finishes over time, cuts or scratches, or damage caused by impacts or accidents, whether intentional or unintentional, and any other consequential or incidental damages.

## Cleaning Instructions

Our kitchens use synthetic laminated fronts and worktops which can be cleaned easily using ordinary household cleaning products with warm water and a mild washing-up liquid or methylated spirit. We recommend that the solid wood ranges plus extras (e.g. cornice, light baffle, worktop edging etc.) are cleaned using only a damp cloth with luke-warm water. In case of stubborn marks, e.g. grease spots, cream or felt pen marks or something similar methylated spirit diluted by 1:1 with water is well suited for removing. Furniture polish or wax is definitely not recommended.

It is important that the protective clear lacquer on solid wood materials is not removed or damaged by the cleaning agent. Please avoid using very strong cleaning products or scouring powder. For moving parts such as hinges and drawer runners, oil them every two years.

## Items covered in the Warranty

This warranty applies to domestic kitchen use only and covers all of the following parts:

- Carcass
- Doors
- Hinges
- Drawers and storage systems

## Items not covered in the Warranty

The following items are not covered in this warranty:

- Knobs and handles
- Accessories
- Appliances (please see the respective appliance manufacturers' warranty)
- Sinks and mixers (please see the respective appliance manufacturers' warranty)

## Applicable Law

The warranty shall be governed by the laws of Singapore.

