

WARRANTY TERMS & CONDITIONS



WARRANTY START DATE: Completion of Installation

Subject to the terms and conditions set out in this warranty Alpha Panelli warrants to the original purchaser for interior residential use that we will repair or replace any cabinet carcass that suffers a failure in its structural integrity as a result of materials or manufacturing defect without charge within 10 years from date of installation. Failure of structural integrity means the carcass breaking or cracking under normal domestic use. The warranty period for our cabinets, doors, bench top and internal fittings against defective materials or faulty workmanship is subject to manufacturer limited warranty. We specify Hettich or Blum hardware for our kitchens who offers a Lifetime warranty on all drawer runners, hinges and drawers. This guarantee is in addition to all other statutory warranties which usually apply.

THIS WARRANTY DOES NOT COVER THE FOLLOWING CIRCUMSTANCES:

- If the house shifts, and the cabinets go out of level;
- Any natural occurrence or other circumstances not within the control of Alpha Panelli such as flood, fire, water damage;
- Alteration of any part of kitchen or cabinets by any person other than someone employed by or subcontracted by Alpha Panelli;
- Shrinkage of panels and joints are normal;
- If you have conducted your own installation, any damage to the cabinets due to faulty or incorrect installation;
- Any damage caused to the cabinets if you are arranging your own delivery rather than using Alpha Panellis' delivery service;

- Natural fading or damage due to direct or indirect exposure to sunlight or other;
- Any cabinetry less than \$5,500 including gst in value;
- Failure on the part of the buyer to follow any instructions or guidelines, provided by Alpha Panelli;
- Reasonable wear and tear;
- Handles and knobs; Accessories; Appliances; Acrylic Benchtops; and Sinks & Taps.
- Physical abuse, misuse, accidents, exposure to excessive heat, exposure to excessive moisture, exposure to excessive weight placed in, on, surrounding or attached to product, the use of solvents, abrasives, unsuitable cleaning agents or corrosives, improper maintenance, normal 'wear and tear', scratches, scuffs, burns, stains, wipe marks on darker colour or glossy or smoother surfaces;
- Insect or vermin infestation;
- Outdoor kitchens, the warranties only apply to indoor kitchens;
- The Guarantees are not transferable, including to subsequent property; owners.
- All warranty claim must be made in writing and you will need to attach your receipt as proof of purchase.

ALPHA PANELLI RESERVES THE RIGHT FOR THE PRODUCT TO BE INSPECTED BY AN AUTHORISED REPRESENTATIVE PRIOR TO ANY CLAIM BEING PROCESSED. IF THE REPRESENTATIVE FINDS THAT THE ITEM IS NOT UNDER WARRANTY THEN A CALL OUT FEE WILL APPLY. IF A PRODUCT IS NO LONGER AVAILABLE AND CANNOT BE REPAIRED, ALPHA PANELLI WILL, IN ITS ABSOLUTE DISCRETION, REPLACE THE PRODUCT WITH A SUBSTITUTE ITEM. PLEASE NOTE: FOR ALL WARRANTY RELATED REPLACEMENTS, ALPHA PANELLI HAS AN HOURLY RATE OF \$90 PLUS GST TO RE-HINGE, DRILL AND OR INSTALL A DOOR, PANEL OR FRAME. PLEASE RETAIN THIS WARRANTY CERTIFICATE WITH YOUR PURCHASE RECEIPT AS THIS WILL BE REQUIRED WHEN CLAIMING SERVICE UNDER THIS WARRANTY.

