

**Wood & Wood use traditional manufacturing techniques and high quality material in everything that we do, which means that we can confidently offer a lifetime guarantee for our kitchens, bedrooms & bathrooms.**

### **Lifetime Guarantee**

Lifetime Guarantee: 1st year parts & labour - after 1st year parts only, (uk only)

### **How Does It Work?**

- The guarantee applies to products manufactured by Wood & Wood and supplied by our approved retailers.
- It is normal for the solid timber cabinets to move and change slightly during the first few months as it adjusts to the humidity of your home.  
If you experience problems, call the store you purchased from and quote your name and reference code; we will be happy to discuss any issues.

### **Terms and Conditions**

1. Wood & Wood requires proof of purchase, (keep your signed contract in a safe place)
2. The product must not have been misused or have been wilfully damaged, neglected or used in abnormal conditions.
3. Our products must not be modified, altered or transformed in anyway during installation or after, and repairs must not have been attempted by anyone other than a Wood & Wood authorised fitter.
4. Appropriate maintenance must be carried out in accordance to manufactures care instructions. Wood & Wood will not be responsible for any defects due to the application of any treatment product other than Wood & Wood recommended products.
5. If a product has to be replaced and that product is no longer available, Wood & Wood reserves the right to use an alternative similar product.
6. The cost of transportation of goods to be repaired or exchanged is covered within the lifetime guarantee.
7. Wood & Wood will 'supply only', products to be repaired or exchanged, after the 1st year of the lifetime guarantee.
8. The labour required to carry out repairs or exchanges is covered by Wood & Wood during the first year only.
9. Installers must be fully insured, so your installation is covered by them personally, services e.g. Gas, Water & Electrics etc, must be carried out by a qualified personel.
10. Your statutory rights are unaffected.

### **Covered By Our Lifetime Guarantee**

11. Our lifetime guarantee must be registered within 3 months of the original purchase date, you can do this via [www.woodandwoodkitchens.co.uk](http://www.woodandwoodkitchens.co.uk)
12. Once registered our lifetime guarantee starts from the date of delivery.
13. The lifetime guarantee is not transferable, and is only valid for the original purchaser at the original installation address.
14. The lifetime guarantee only applies where the installation is carried out by an approved or competent fitter.

### **Exclusions To Our Lifetime Guarantee**

15. The guarantee does not apply to usual wear and tear, ie dents or scratches or normal deterioration that is caused by regular use.
16. The guarantee does not cover any deterioration due to the usual "weathering" process such as fading, cracking and splitting, changing colour to interior or exterior appearance, which can happen over time depending on natural light and other factors.
17. The guarantee does not apply to water, chemical, liquid and fire damage.
18. Products not manufactured by Wood & Wood, e.g. kitchen appliances, worktops, sinks, drawer runners etc,