

Product and Installation Guarantee Details

Product Guarantee – Third Party Products

All items supplied by Cribbit Installations are covered by individual manufacturers warranties, which are effective from the date of delivery where we only supply the products or the date of installation completion where we both supply and install the products. We take no responsibility for the installation of replacement products, any cost incurred shall be the responsibility of the customer.

Installation Guarantee

The company installation service is guaranteed for 12 months from the completion date. This covers installation based problems, with the exclusion of damage caused by negligent care or incorrect use. Negligent care includes the ingress of water into laminate or wooden worktops, where the surfaces, especially joints and edges, must not be left exposed to moisture. The warranty is subject to the terms detailed under warranty terms.

Where a third party is used to install products, even if recommended through us it is the third parties installation warranty that will apply, and not ours.

Warranty Terms

The guarantee of our own manufactured products and our own installation service is a warranty against defects in the component parts of products we have made, or a fault that develops due to our own installation methods.

- Cabinets: Any defects in materials and workmanship used in the cabinet construction, legs or hardware used to construct the cabinet.
- Cabinet Internals: The internals of your cabinets such as hinges, drawers and internal storage will be covered by the product warranties of the manufacturer of those components.
- Bespoke furniture items: The components of your bespoke furniture that are manufactured in our own workshop

The warranty is subject to the full terms and conditions set out in this document.

Warranty Periods

The warranty starts on the date of purchase and lasts for the following number of years:

- Doors
 - 4 years for painted products
 - 3 years for edged MFC / MDF products
 - 2 years for high-gloss edged MFC / MDF products
 - Manufacturer periods for doors we buy-in for your project
- Solid Wood
 - 4 years
- Cabinets and constructed frames
 - 5 years

Exclusions and Limitations

The following are not defects in our products and are not covered by the Guarantee:

- Wear and tear
- Cuts and scratches, chips or dents that appear after product delivery
- Imperfections in the finishes of natural materials
- Imperfections in the finish that cannot be seen from an arm's length away
- Accidental damage
- Damage due to the ingress of water
- Fading over time
- Failure to maintain and clean product in accordance with instructions
- Damage or deterioration due to exposure to salt-water or salt-air
- Damage as a consequence of local heating due to ovens, toasters, or any other source of localised heat
- Damaged caused as a consequence of localised sources of steam, such as dishwashers, kettles, steamers, slow cookers or other localised sources of steam and moisture.

Who does the warranty apply to

You are entitled to claim the Guarantee if

- You are the original purchaser and have kept the original purchase receipt or invoice
- You are the first owner since a new build or renovation project where we have supplied the products or services to the main contractor completing the works
- You have followed the product care instructions provided to you. Copies of these are available on request
- Our product was purchased for personal, domestic or household use only
- Our product has been fully paid for

If you wish to make a claim under the warranty, please contact us within the warranty period using the contact details on this form or on our website, having your product details, proof of purchase (invoice) and your contact details ready. We will arrange with you for our product to be inspected.

What we will do

If it is determined that the guarantee applies, subject to the exclusions and limitations described, we at our discretion, will either repair the defective component of the product, or replace it with an identical component where available.

If the component or product is not available, we will replace it with a component of similar value, style and appearance

What if you don't agree

In the unlikely event that you do not agree with our decision to repair, replace or decline to apply the warranty in your case then it is possible to arrange a third-party inspection to provide an impartial decision. The costs of this third-party inspection will be the responsibility of the party this final decision falls against.