



Montrose Furniture Ltd (hereinafter the Company) offers a lifetime guarantee on its products, limited to domestic users only. This guarantee will apply to all orders placed on or after 1<sup>st</sup> November 2007 & as updated 16<sup>th</sup> May 2016.

This guarantee covers the material element of all cabinets, doors & fascias from material or manufacturing defect. In the unlikely event of a product defect or failure, subject to the terms of the guarantee the Company will provide, free of charge replacement product(s) or part(s) within the lifetime of the guarantee.

The Company reserves the right to amend the specification referred to in these instructions without prior notice. The terms of this guarantee are detailed below;

- In the event of a product discontinuation the Company reserves the right to offer a suitable alternative product(s) or part(s).
- The guarantee is limited to the original purchaser and cannot be transferred.
- All product supplied by the Company must be fitted in accordance with instructions provided.
- The furniture should be subject to normal domestic use only. Items should not be exposed to extremes of heat, moisture or located in poorly ventilated areas (mechanical extraction should be fitted).
- Adequate care and maintenance should be carried out in accordance with the Company instructions.
- Any claim relating to this guarantee should be received at the Head Office of the Company, clearly stating order, product(s) and defect details.
- The provisions of this guarantee do not affect the customer's statutory rights.

#### Exclusions

- All products not manufactured by the Company or not part of the material element of a cabinet, door or fascia carry varying length guarantees i.e. Corian Worktops & Bowls, Neostone Worktops & Bowls, Gelcast Basins & Vitreous China Sanitaryware – 10 year, Drop-valve cisterns – 5 year, Glass / Mirror Glass, Laminate Worktops, Lighting / Electrical, Toilet Seats & miscellaneous fittings – 1 Year guarantee from date of purchase.
- Where components are rendered defective as a result of improper or negligent use, substandard or incorrect installation.
- Any replacement components, the supply of which are outside the control of the Company and are unavailable to the Company at the time.
- Any deterioration as a result of what would not be deemed to be normal wear and tear.
- Maintenance requirements i.e. adjustment of hinges or the fitting of any replacement components provided by the Company.
- Product colour variation.
- If the Company is not given a reasonable opportunity to examine the defective item.
- Costs other than that of the replacement components. This includes; consequential damage or loss caused by the defective components and installation or fitting of the replacement components.

For the purposes of this guarantee "components" are defined as unit carcass, shelves, doors, hinges, handles, fascias, drawer boxes, drawer runners, cornice, pelmet & wrapped worktops.