

Warranty Terms

Introduction

Trends Kitchens Ltd uses the best material available for the manufacture of your kitchen, utilising only quality materials backed by its suppliers.

10 Year Workmanship Warranty

Trends Kitchens offers a 10 year workmanship warranty which is for general workmanship and installation of the Trends Kitchen.

Trends Kitchens has relationships with suppliers that have proven products for customers peace of mind. Warranties on specialised surfaces, accessories and appliances that feature in your kitchen are the responsibility of the items manufacturer. Our suppliers support their brand name to give customers confidence.

Warranties as listed below are for a select number of items and is not intended to be exhaustive. Trends Kitchens recommend clients familiarise themselves with specific warranty requirements for specialty components for personal piece of mind in the unlikely event a warranty claim is required.

Warranties For Specific Items:

Please refer to specific manufacturer's websites for more details.

- TriStone - 10 year Manufacturer's Warranty
- Lazio Stainless Steel range - 10 year Manufacturer's Warranty
- Lazio Ceramic range - 10 year Manufacturer's Warranty
- Lazio Titanium (Structure) - 10 year Manufacturer's Warranty
- Lazio Titanium (Coating) - 2 year Manufacturer's Warranty
- Lazio Accessories - 2 year Manufacturer's Warranty
- PrimePanels - 10 year Manufacturer's Warranty
- Bestwood - 7 year Manufacturer's Warranty
- Melteca - 10 year Manufacturer's Warranty
- Hettich - Lifetime Manufacturer's Warranty.

Warranty for General Workmanship and Defective Materials:

All items listed as specific items above are provided with warranties by each manufacturer. All items are subject to the Colour, Style, Model and Manufacturer availability at the time of any future claim.

Please read the warranty terms so that you understand your rights and obligations.

1. If there is a defect in the workmanship of the installation of Kitchen Components during the relevant warranty period for that Kitchen Component as in the Manufacturer's Warranty, Trends Kitchens (as its only obligation) will supply a replacement Kitchen Component if still available or one of similar quality free of charge or design a Kitchen Component and replacement and install the replacement Kitchen Component free of charge.

2. This Warranty forms part of the contract you entered into with Trends Kitchens Ltd for the supply of the Kitchen Components. If there is an inconsistency between the terms of this Warranty and the terms and conditions of supply, the terms of the Warranty will prevail.

3. This Warranty does not cover the following circumstances:

A. Including (but not limited to), an act or acts of God, any natural occurrence or other circumstances not within the control of Trends Kitchens (such as earthquake, fire or water damage).

B. Any act by any person, (other than an employee of Trends Kitchens Ltd or a subcontractor recommended by Trends Kitchens Ltd), whether by error, neglect or intentional or unintentional misuse, which in any way alters the appearance and/or structure of the Kitchen Components as supplied by Trends Kitchens Ltd. High Moisture Resistant Board (HMR) will not deteriorate if water, steam and oil spills are wiped off immediately. However, HMR will deteriorate if water, steam and oils are left to soak into the material, in which case the Warranty does not apply.

C. Use of surface cleaners excluded by the manufacturer other than those approved by the manufacturer.

D. Damage caused by placement of hot items, including (but not limited to) cooking appliances such as crockpots, air fryers and frying pans. Damage through heat transfer, causing damage to surfaces including cracking or discolouration.

E. If care is not taken in regard to the potential of moisture to damage the Kitchen Components. Benchtop mitre joins cannot withstand water overflows and steam caused by kettles being placed over the join. Such damage is not covered under the terms of this Warranty.

F. Shrinkage of panels and joints in the Kitchen Components is normal. The manufacturer's specifications will apply to determine whether any shrinkage of the Kitchen Components is within the normal range.

G. Lacquer work to timber doors where the lacquer has deteriorated due to exposure to water, solvents, pump action cleaners, and normal wear and tear from daily use.

H. If you have conducted your own installation, any damage to the kitchen due to faulty or incorrect installation.

I. Any damage to Kitchen Components caused during delivery, other than damage caused during delivery arranged by Trends Kitchens Ltd.

J. Natural fading or damage due to direct or indirect exposure to ultra violet light or sunlight.

K. Normal wear and tear. Please note that abrasives or solvent cleaners, should not be used to clean any of the Kitchen Components, which should be wiped over with a moist warm cloth and dried immediately.

L. Alteration of any part of the Kitchen Components by any person including the Customer other than an employee of Trends Kitchens or a sub-contractor directly recommended by Trends Kitchens for any works beyond what was agreed to in the first instance.

M. Trends Kitchens will not be obliged to comply with its obligations under this Warranty unless and until you have paid the full purchase price for the Kitchen Components.

N. Any claims after the date of the expiry of the Manufacturer's Warranty.

4. Trends Kitchens Ltd may require you to provide dated proof of the original purchase and installation clearly showing the date of purchase and the date of installation before it provides repair or replacement for Kitchen Components under the terms of the Warranty.

5. This warranty is not transferable or assignable. The warranty will expire if sold, transferred or assigned. If you are not the original purchaser of the Kitchen Components and those Kitchen Components were installed, Trends Kitchens Ltd will require you to provide dated proof of the original purchase and installation clearly showing the date of purchase and the date of installation before it agrees provides a replacement Kitchen Component under the terms of the Warranty.

6. This Warranty does not cover any appliances or other goods (other than kitchen components) that may be provided by any supplier, including Trends Kitchens Ltd. All appliances or other goods are covered as per the manufacturers own warranty or guarantee (specific details will be supplied on request).