



TERMS & CONDITIONS

## OUR TERMS

### 1. These Terms

1.1 **What these terms cover.** These are the terms and conditions on which we supply products to you, whether these are goods or services.

1.2 **Why you should read them.** Please read these terms carefully before you submit your order to us. These terms tell you who we are, how we will provide products to you, how you and we may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these terms please contact us to discuss.

### 2. Information About Us and How to Contact Us

2.1 **Who we are.** We are The Makeover Company Central Limited trading as Kitchens4DIY, a company registered in England and Wales. Our company registration number is 09739562 and our registered office is at Unit 15 - 17, Sapcote Trade Centre, Powke Lane, Cradley Heath, B64 5QR. Our registered VAT number is 226652017.

2.2 **How to contact us.** You can contact us by telephoning our customer service team at 01384 887877, by emailing us at [customerservices@kitchens4diy.com](mailto:customerservices@kitchens4diy.com) or by writing to us at Kitchens4DIY Head Office, 15 - 17 Sapcote Trade Centre, Powke Lane, Cradley Heath, West Midlands, B64 5QR.

2.3 **How we may contact you.** If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your order.

2.4 **"Writing" includes emails.** When we use the words "writing" or "written" in these terms, this includes emails.

### 3. Our Contract With You

3.1 **How we will accept your order.** Our acceptance of your order will take place when we email you to accept it, at which point a contract will come into existence between you and us.

3.2 **If we cannot accept your order.** If we are unable to accept your order, we will inform you of this in writing and will not charge you for the product. This might be because the product is out of stock, because of unexpected limits on our resources which we could not reasonably plan for, because we have identified an error in the price or description of the product or because we are unable to meet a delivery deadline you have specified.

3.3 **Your order number.** We will assign an order number to your order and tell you what it is when we accept your order. It will help us if you can tell us the order number whenever you contact us about your order.

3.4 **We only sell to the UK.** Our website is solely for the promotion of our products in the UK. Unfortunately, we do not deliver to addresses outside the UK.

## 4. Our Products

- 4.1 **Products may vary slightly from their pictures.** The images of the products on our website are for illustrative purposes only. Although we have made every effort to display the colours accurately, we cannot guarantee that a device's display of the colours accurately reflects the colour of the products. Your product may vary slightly from those images.
- 4.2 **Product packaging may vary.** The packaging of the product may vary from that shown in images on our website.
- 4.3 **Making sure your measurements are accurate.** If we are making the product to measurements you have given us you are responsible for ensuring that these measurements are correct.
- 4.4 **CAD Drawings.** Images shown in CAD drawings are for guidance only to show the overall layout of the kitchen or bedroom when fitted and do not represent specific features of individual parts of the product supplied.

## 5. Your Rights to Make Changes

If you wish to make a change to the product you have ordered please contact us. We will let you know if the change is possible. If it is possible we will let you know about any changes to the price of the product, the timing of supply or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change. If we cannot make the change or the consequences of making the change are unacceptable to you, you may want to end the contract (see clause 8 - Your rights to end the contract).

## 6. Our Rights to Make Changes

- 6.1 **Unavailable items.** We will use our best endeavours to supply you with the exact products ordered. If, however, an item or items are unavailable, we may substitute an item or items of a similar type, finish and quality.
- 6.2 If a similar item is not available and the item, in our opinion, is not fundamental to the design of your order, we may choose not to supply that item and to refund you what you have paid for that individual item.
- 6.3 If an item that is, in our opinion, fundamental to the design of your order and that item is not available, you may cancel the order and we will refund you all money paid.
- 6.4 Where an item has been replaced or superseded by another item by the manufacturer, we may supply the replacement or superseding item at no additional cost to you.
- 6.5 **Minor changes to the product.** we may change the product:
- 6.5.1 to reflect changes in relevant laws and regulatory requirements; and
  - 6.5.2 to implement minor technical adjustments and improvements. These changes will not affect your use of the product.

- 6.6 **More significant changes to the product and these terms.** If we need to make more significant changes to the product and these terms, we will notify you and you may then contact us to end the contract and receive a full refund before the changes take effect.
7. **Providing the Products**
- 7.1 **Delivery costs.** The costs of delivery will be as told to you during the order process.
- 7.2 **When we will provide the products and services.** During the order process we will let you know when we will provide the products and services to you. An expected delivery date will be provided on your order acknowledgement. All delivery dates are approximate and we will not be liable for any alleged loss on your part due to failure to meet quoted delivery dates.
- 7.3 **We are not responsible for delays outside our control.** If our delivery of the products is delayed by an event outside our control then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any products you have paid for but not received.
- 7.4 **If you are not at home on the delivery date.** If no one is available at your address to take delivery of the products, we will contact you to inform you how to rearrange a delivery date. We may raise a charge to cover our costs of any rearranged delivery.
- 7.5 **If you do not re-arrange delivery.** If you do not collect the products from us as arranged or if, after a failed delivery to you, you do not re-arrange delivery or collect them from a delivery depot we will contact you for further instructions and may charge you for storage costs and any further delivery costs. If, despite our reasonable efforts, we are unable to contact you or re-arrange delivery or collection we may end the contract and condition 10.2 will apply.
- 7.6 **Fitting.** You are responsible for either fitting the products yourself or arranging your suitable tradespeople to fit it for you. You will also need to ensure that you do not undertake any electrical or gas fitting work yourself and that is carried out by a suitably qualified tradespeople.
- 7.7 **When you become responsible for the product.** The product will be your responsibility from the time we deliver the product to the address you gave us or when you collect it from us.
- 7.8 **When you own the products.** You own the products once we have received payment in full.
- 7.9 **We may suspend supply of the products and other services if you do not pay.** If you do not pay us for the products or services when you are supposed to (see condition 14.4) and you still do not make payment within 7 days of us reminding you that payment is due, we may suspend supply of the products or the services until you have paid us the outstanding amounts. We will contact you to tell you this. We will not suspend the products and/or services where you dispute the unpaid invoice (see condition 14.6). As well as suspending the products and/or services we can also charge you interest on your overdue payments (see condition 14.5).

## 7.10 **What will happen if you give us incorrect information.**

- 7.10.1 Any measurements, room or building plans that you give us to work from are your responsibility. If you supply incorrect measurements, omit essential information or provide incorrect building or room plans then any changes to products, additional products or design work required as a result must be paid for by you at our normal rates / prices.
- 7.10.2 Any mistakes that you make, for example requesting a kitchen to be supplied in the wrong colour, are your responsibility and you must bear any additional costs associated putting right any mistakes that you have made.
- 7.10.3 We will not be responsible for supplying the products late or not supplying any part of them if this is caused by you not giving us the information we need within a reasonable time of us asking for it or supplying incorrect information.

## 7.11 **Reasons we may suspend the supply of products to you.** We may have to suspend the supply of a product to:

- 7.11.1 deal with technical problems or make minor technical changes;
- 7.11.2 update the product to reflect changes in relevant laws and regulatory requirements;
- 7.11.3 make changes to the product as requested by you or notified by us to you (see clause 6).

## 7.12 **Your rights if we suspend the supply of products.** We will contact you in advance to tell you we will be suspending supply of the product, unless the problem is urgent or an emergency. If we have to suspend the product for longer than 30 days we will adjust the price so that you do not pay for products while they are suspended. You may contact us to end the contract for a product if we suspend it, or tell you we are going to suspend it, in each case for a period of more than 30 days and we will refund any sums you have paid in advance for the product in respect of the period after you end the contract.

## 7.13 **We may also suspend supply of the products if you do not pay.** If you do not pay us for the products when you are supposed to (see clause 14.4) and you still do not make payment within 7 days of us reminding you that payment is due, we may suspend supply of the products until you have paid us the outstanding amounts. We will contact you to tell you we are suspending supply of the products. We will not suspend the products where you dispute the unpaid invoice (see clause 14.6). We will not charge you for the products during the period for which they are suspended. As well as suspending the products we can also charge you interest on your overdue payments (see clause 14.5).

## 8. Your Rights to End the Contract

8.1 **You may be able to end your contact with us.** Your rights when you end the contract will depend on what you have bought, whether there is anything wrong with it, how we are performing and when you decide to end the contract:

8.1.1 **If what you have bought is faulty or misdescribed you may have a legal right to end the contract** (or to get the product repaired or replaced or a service re-performed or to get some or all of your money back), **see clause 13**;

8.1.2 **If you want to end the contract because of something we have done or have told you we are going to do, see clause 8.2**;

8.1.3 **If you have just changed your mind about the product, see clause 8.3.** You may be able to get a refund if you are within the cooling-off period, but this may be subject to deductions and you will have to pay the costs of return of any goods;

8.1.4 **In all other cases (if we are not at fault and there is no right to change your mind), see clause 8.7.**

8.2 **Ending the contract because of something we have done or are going to do.** If you are ending a contract for a reason set out at 8.2.1 to 8.2.5 below the contract will end immediately and we will refund you in full for any products which have not been provided and you may also be entitled to compensation. The reasons are:

8.2.1 we have told you about an upcoming change to the product or these terms which you do not agree to (see *clause Error: Reference source not found*);

8.2.2 we have told you about an error in the price or description of the product you have ordered and you do not wish to proceed;

8.2.3 there is a risk that supply of the products may be significantly delayed because of events outside our control;

8.2.4 we have suspended supply of the products for technical reasons, or notify you we are going to suspend them for technical reasons, in each case for a period of more than eight weeks; or

8.2.5 you have a legal right to end the contract because of something we have done wrong.

8.3 **Exercising your right to change your mind (Consumer Contracts Regulations 2013).** For most products bought online you have a legal right to change your mind within 14 days and receive a refund. These rights, under the Consumer Contracts Regulations 2013, are explained in more detail in these terms.

- 8.4 **When you don't have the right to change your mind.** You do not have a right to change your mind in respect of:
- 8.4.1 Any Kitchen or Bedroom doors, drawer fronts or accessories which:
- (a) have been prepared for mounting to the unit carcass.
  - (b) Are made to order products and the manufacturing process has commenced or has been complete.
  - (c) are paint to order products and the painting process has commenced or has been completed.
- 8.4.2 services, once these have been completed, even if the cancellation period is still running; and
- 8.4.3 any products which become mixed inseparably with other items after their delivery.
- 8.5 **If we are supplying bespoke or special order items** specifically manufactured to your own choice of colour or combination or size, such items will as far as is permissible by law be excluded from your right to a refund or return simply by reason of your changing your mind unless such items are faulty.
- 8.6 **How long do I have to change my mind?** How long you have depends on what you have ordered and how it is delivered.
- 8.6.1 **Have you bought services?** If so, you have 14 days after the day we email you to confirm we accept your order. However, once we have completed the services you cannot change your mind, even if the period is still running. If you cancel after we have started the services, you must pay us for the services provided up until the time you tell us that you have changed your mind.
- 8.6.2 **Have you bought goods?**, if so you have 14 days after the day you (or someone you nominate) receives the goods, **unless**:
- (a) **Your goods are split into several deliveries over different days.** In this case you have until 14 days after the day you (or someone you nominate) receives the last delivery to change your mind about the goods.

- 8.7 **Ending the contract where we are not at fault and there is no right to change your mind.** Even if we are not at fault and you do not have a right to change your mind (see clause 8.1), you can still end the contract before it is completed, but you may have to pay us compensation. A contract for goods is completed when the product is delivered and paid for. A contract for services is completed when we have finished providing the services and you have paid for them. If you want to end a contract before it is completed where we are not at fault and you have not changed your mind, just contact us to let us know. The contract will end immediately and we will refund any sums paid by you for products not provided but we may deduct from that refund (or, if you have not made an advance payment, charge you reasonable compensation for the net costs we will incur as a result of your ending the contract.)
9. **How to End the Contract With Us (including If You Have Changed Your Mind)**
- 9.1 **Tell us you want to end the contract.** To end the contract with us, please let us know by doing one of the following:
- 9.1.1 **Phone.** Call customer services on 01384 887877. Please provide your name, home address, details of the order (including the order number) and, where available, your phone number and email address.
- 9.1.2 **E-Mail.** E-Mail customer services at [customerservices@kitchens4diy.com](mailto:customerservices@kitchens4diy.com) Please provide your name, home address, details of the order (including the order number) and, where available, your phone number and email address.
- 9.2 **Returning products after ending the contract.** If you end the contract for any reason after products have been dispatched to you or you have received them, you must return them to us, or you must allow us to collect them from you. Please call customer services on 01384 887877 or email us at [customerservices@kitchens4diy.com](mailto:customerservices@kitchens4diy.com) to arrange collection. You will need to pay for collection, the costs of which are detailed in section 9.4. If you are exercising your right to change your mind goods must reach us within 14 days of telling us you wish to end the contract.
- 9.3 **When we will pay the costs of return.** We will pay the costs of return:
- 9.3.1 if the products are faulty or misdescribed;
- 9.3.2 if you are ending the contract because we have told you of an upcoming change to the product or these terms, an error in pricing or description, a delay in delivery due to events outside our control or because you have a legal right to do so as a result of something we have done wrong; or
- 9.3.3 If you are exercising your right to change your mind.
- In all other circumstances (including where you are exercising your right to change your mind) you must pay the costs of return.



- 9.4 **What we charge for collection.** If you are responsible for the costs of return and we are collecting the product from you, we will charge you:
- 9.4.1 £1.60 + VAT per mile from the collection location to our Head Office in Cradley Heath, West Midlands, plus:
- (a) Any congestion charge, tolls or ferry costs payable on the outbound and return journey between the collection location and our Head Office in Cradley Heath, plus
  - (b) £60 + VAT if an extra person needs to be in attendance to load the items to be collected if you do not or are unable to arrange for an able bodied person to assist with loading.
- 9.5 **How we will refund you.** We will refund you the price you paid for the products including any delivery costs which are eligible for refund, by the method you used for payment. However, we may make deductions from the price, as described below.
- 9.6 **Deductions from refunds if you are exercising your right to change your mind.** If you are exercising your right to change your mind:
- 9.6.1 We may reduce your refund of the price (excluding delivery costs) to reflect any reduction in the value of the goods, if this has been caused by your handling them in a way which would not be permitted in a shop. If we refund you the price paid before we are able to inspect the goods and later discover you have handled them in an unacceptable way, you must pay us an appropriate amount.
- 9.6.2 The maximum refund for delivery costs will be the costs of delivery by the least expensive delivery method we offer. For example, if we offer delivery of a product within 3-5 days at one cost but you choose to have the product delivered within 24 hours at a higher cost, then we will only refund what you would have paid for the cheaper delivery option.
- 9.6.3 Where the product is a service, we may deduct from any refund an amount for the supply of the service for the period for which it was supplied, ending with the time when you told us you had changed your mind. The amount will be in proportion to what has been supplied, in comparison with the full coverage of the contract.
- 9.7 **When your refund will be made.** We will make any refunds due to you as soon as possible. If you are exercising your right to change your mind then:
- 9.7.1 If the products are goods and we have not offered to collect them, your refund will be made within 14 days from the day on which we receive the product back from you or, if earlier, the day on which you provide us with evidence that you have sent the product back to us. For information about how to return a product to us, see clause 9.2.

9.7.2 In all other cases, your refund will be made within 14 days of your telling us you have changed your mind

## 10. **Our Rights to End the Contract**

10.1 **We may end the contract if you break it.** We may end the contract for a product at any time by writing to you if:

10.1.1 you do not make any payment to us when it is due and you still do not make payment within 7 days of us reminding you that payment is due; or

10.1.2 you do not, within a reasonable time, allow us to deliver the products to you or collect them from us.

10.2 **You must compensate us if you break the contract.** If you end the contract other than in the situations set out in condition 8.2 we will refund any money you have paid in advance for products we have not provided but we may deduct or charge you reasonable compensation for the net costs we will incur as a result of your breaking the contract.

## 11. **Third-party Manufacturer's Guarantee of Products**

Some of the products come with a manufacturer's guarantee. For details, please refer to the manufacturer's guarantee provided with the products. This guarantee is in addition to, and does not affect, your legal rights in relation to the products that are faulty or not as described.

## 12. **Our Guarantee of Products**

12.1 We guarantee that on delivery and for a period of 5 years from delivery any Kitchen or Bedroom units that we supply shall be free from material defects. However, this guarantee does not apply to any defect in the products arising from:

12.1.1 fair wear and tear;

12.1.2 wilful damage, abnormal storage or working conditions, accident, negligence by you or by any third party;

12.1.3 if you fail to operate or use the products in accordance with the user instructions; and

12.1.4 any alteration or repair by you or any incorrect installation of the products.

12.1.5 Use in a non-domestic situation (the products that we sell are not for commercial use)

12.1.6 Incorrect fitting procedures by you or your appointed installer

12.1.7 Incorrect installation, operation, incompatibility or defects in any product not supplied by Kitchens4DIY.

12.2 This guarantee is in addition to, and does not affect your legal rights in relation to goods or services that are faulty or not as described.

12.3 Some components such as hinges, drawer boxes or pre-fitted wirework may also be covered by a manufacturers guarantee which exceeds the length of warranty that we offer for the complete kitchen or bedroom unit.

## 13. **If There Is a Problem With the Product**

13.1 **How to tell us about problems.** If you have any questions or complaints about the product, please contact us. You can telephone our customer service team at 01384 887877 or write to us at [customerservices@kitchens4diy.com](mailto:customerservices@kitchens4diy.com) or Head Office, 15 - 17 Sapcote Trade Centre, Powke Lane, Cradley Heath, West Midlands, B64 5QR.

13.2 **Summary of your legal rights.** We are under a legal duty to supply products that are in conformity with this contract. See the box below for a summary of your key legal rights in relation to the product. Nothing in these terms will affect your legal rights.

### **Summary of your key legal rights**

This is a summary of your key legal rights. These are subject to certain exceptions. For detailed information please visit the Citizens Advice website [www.adviceguide.org.uk](http://www.adviceguide.org.uk) or call 03454 04 05 06.

If your product is **goods**, for example furniture, the Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product your legal rights entitle you to the following:

up to 30 days: if your goods are faulty, then you can get an immediate refund.

up to six months: if your goods can't be repaired or replaced, then you're entitled to a full refund, in most cases.

up to six years: if your goods do not last a reasonable length of time you may be entitled to some money back.

See also clause 8.3.

If your product is **services**, for example design services, the Consumer Rights Act 2015 says:

you can ask us to repeat or fix a service if it's not carried out with reasonable care and skill, or get some money back if we can't fix it.

if you haven't agreed a price beforehand, what you're asked to pay must be reasonable.

if you haven't agreed a time beforehand, it must be carried out within a reasonable time.

See also *Exercising your right to change your mind (Consumer Contracts Regulations 2013)*.

- 13.3 **Your obligation to return rejected products.** If you wish to exercise your legal rights to reject products you must either return or allow us to collect them from you. We will pay the costs of postage or collection. Please call customer services on 01384 262525 or email us at [customerservices@kitchens4diy.com](mailto:customerservices@kitchens4diy.com) for a return label or to arrange collection.
14. **Price and Payment**
- 14.1 **Where to find the price for the product.** The price of the product (which includes VAT) will be the price indicated on the order pages when you placed your order. We take all reasonable care to ensure that the price of the product advised to you is correct. However please see clause 14.3 for what happens if we discover an error in the price of the product you order.
- 14.2 **We will pass on changes in the rate of VAT.** If the rate of VAT changes between your order date and the date we supply the product, we will adjust the rate of VAT that you pay, unless you have already paid for the product in full before the change in the rate of VAT takes effect.
- 14.3 **What happens if we got the price wrong.** It is always possible that, despite our best efforts, some of the products we sell may be incorrectly priced. We will normally check prices before accepting your order so that, where the product's correct price at your order date is less than our stated price at your order date, we will charge the lower amount. If the product's correct price at your order date is higher than the price stated to you, we will contact you for your instructions before we accept your order. [If we accept and process your order where a pricing error is obvious and unmistakable and could reasonably have been recognised by you as a mispricing, we may end the contract, refund you any sums you have paid and require the return of any goods provided to you.]
- 14.4 **When you must pay and how you must pay.**
- 14.4.1 The following payment methods are available:
- (a) Mastercard, Visa, Visa Electron or Maestro card issued in the United Kingdom and billed to an address in the United Kingdom via Worldpay or telephone;
  - (b) Cheque drawn on a UK Bank;
  - (c) Direct deposit into our bank account; or
  - (d) Transfer of monies into our bank account.
- 14.4.2 When payment is due is listed in your order acknowledgement document and in all instances full payment must be made by you prior to delivery of your products. Any delay to making payment may lead to a subsequent delay to your delivery.

- 14.5 **We can charge interest if you pay late.** If you do not make any payment to us by the due date we may charge interest to you on the overdue amount at the rate of 4% a year above the base lending rate of the Bank of England from time to time. This interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgement. You must pay us interest together with any overdue amount.
- 14.6 **What to do if you think an invoice is wrong.** If you think an invoice is wrong please contact us promptly to let us know. You will not have to pay any interest until the dispute is resolved. Once the dispute is resolved we will charge you interest on correctly invoiced sums from the original due date.
15. **Our Responsibility for Loss or Damage Suffered By You**
- 15.1 **We are responsible to you for foreseeable loss and damage caused by us.** If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process.
- 15.2 **We do not exclude or limit in any way our liability to you where it would be unlawful to do so.** This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the products as summarised at clause 13.2; and for defective products under the Consumer Protection Act 1987
- 15.3 **We are not liable for business losses.** We only supply the products for domestic and private use. If you use the products for any commercial, business or re-sale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.
16. **How We May Use Your Personal Information**
- 16.1 **How we will use your personal information.** We will use the personal information you provide to us:
- 16.1.1 to supply the products to you;
  - 16.1.2 to process your payment for the products; and
  - 16.1.3 if you agreed to this during the order process, to give you information about similar products that we provide, but you may stop receiving this at any time by contacting us.
- 16.2 **We will only give your personal information to third parties where the law either requires or allows us to do so**

## 17. Other Important Terms

- 17.1 **We may transfer this agreement to someone else.** We may transfer our rights and obligations under these terms to another organisation. We will contact you to let you know if we plan to do this. If you are unhappy with the transfer you may contact us to end the contract within seven days of us telling you about it and we will refund you any payments you have made in advance for products not provided.
- 17.2 **You need our consent to transfer your rights to someone else (except that you can always transfer our guarantee).** You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing.
- 17.3 **Nobody else has any rights under this contract (except someone you pass your guarantee on to).** This contract is between you and us. No other person shall have any rights to enforce any of its terms.
- 17.4 **If a court finds part of this contract illegal, the rest will continue in force.** Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 17.5 **Even if we delay in enforcing this contract, we can still enforce it later.** If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a payment and we do not chase you but we continue to provide the products, we can still require you to make the payment at a later date.
- 17.6 **Which laws apply to this contract and where you may bring legal proceedings.** These terms are governed by English law and you can bring legal proceedings in respect of the products in the English courts. If you live in Scotland you can bring legal proceedings in respect of the products in either the Scottish or the English courts. If you live in Northern Ireland you can bring legal proceedings in respect of the products in either the Northern Irish or the English courts.

**Customer Signature (s):**

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**Date:**

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## **CARE GUIDE**

### **TIMBER, PAINTED AND VENEERED DOORS**

For product cleaning only use a 5% soap, 95% water (liquid soap) solution, wiping with a damp (not wet) cloth, finally drying with a soft clean cloth. Dust with a soft cloth only, following the grain pattern of the wood. **DO NOT USE** abrasive or aggressive cleaners, bleach or other hypochlorate (chlorine) based cleaners, multi-purpose cleaners, acetone, alcohol, solvent or similar products on the door as this will damage the surface.

It is advisable to use a damp (not wet) cloth to remove fingerprints and marks, followed at once with a clean and dry soft cloth. Cooking splashes should be wiped up immediately using a damp cloth.

All timbers are adversely affected by the environment in which they are installed, particularly a moist climate and in high levels of humidity. Timber is hygroscopic which means the material will take up or let out moisture depending on the environment it is placed in. We therefore recommend that timber doors only be installed in areas that have been suitably acclimatized so that the timber is allowed to find its EMC (equilibrium moisture content). Most people are aware of the fact that wood changes colour when exposed to light, the rate of change being dependent upon the species and the intensity of the exposure. Therefore, please consider that when ordering an additional timber door after the original kitchen has been installed that a variation in colour is probable. Also, as solid timber products mature slightly with age we advise that samples are changed on a regular basis, after approximately six months.

### **VINYL, LAQUERED AND HIGH GLOSS DOORS**

For product cleaning only use a 5% soap, 95% water (liquid soap) solution, wiping with a damp (not wet) cloth, finally drying with a soft clean cloth. Dust with a soft cloth only. **DO NOT USE** wax-furniture polish, abrasive or aggressive cleaners, bleach or other hypochlorate (chlorine) based cleaners, multi-purpose cleaners, acetone, alcohol, solvent or similar products on the door, as this will damage the surface.

Cooking splashes should be wiped up immediately using a damp cloth.

If the doors are supplied with a protective film on the face they must not be directly exposed to sunlight. It is recommended the film is removed as soon as possible.

## **CARCASS MAINTENANCE**

### **A) General Care of Cabinets**

To keep your units in good condition, it is advisable that you check regularly (every 3 months) that no screws in hinges, drawer runners etc. have worked loose, thus placing extra pressure on the components.

### **B) Cleaning of Melanine Carcass and Fronts**

Using a damp cloth, apply a small amount of mild detergent/soft soap to the area to be cleaned and gently wipe over the surface in one direction. Then wipe over the surface with a clean dry cloth. We do not recommend the use of abrasive agents or creams for this purpose.



## **WORKTOP MAINTENANCE**

The following guide contains useful care & maintenance advice. Please read the following instructions as proper care and maintenance of the work surface will help maintain its pristine good looks, whilst giving years of excellent service.

### **AFTER CARE**

Your work surface is very easy to maintain. For everyday cleaning simply wipe over with your favourite detergent diluted with water. Persistent marks can be removed using a non-abrasive cream cleaner and a gentle circular rubbing action to the affected area. Gloss work surfaces require a little more care. After cleaning with detergent and water as described above, buff over the surface with a clean, dry soft cloth to maintain its glossy looks. Please never ever use scouring powders or abrasive pads on any work surface as they can damage the surface.

### **HEAT**

Please take care to protect your work surface from direct contact with heat. For example, you should never place cooking utensils directly from the oven or hob onto the work surface. Always use protective mats. Also, please avoid placing electric kettles and deep fat fryers over work surface joints; certain models can generate excessive heat which may degrade your joint allowing moisture to penetrate.

Metallic finishes provide a gorgeous fashion finish but should be treated with extra care. Due to the reflective nature of the metallic particles, application of heat may result in some movement of the protective overlay. Always use a mat or trivet to protect the surface if your utensil is too hot to handle.

### **SCRATCHING**

Never cut directly onto any work surface: a chopping board should always be used to protect the surface from cut marks. Your work surface is remarkably resistant to the everyday sliding of crockery and utensils across the work surface. Gloss and smoother textures require extra care and attention as do very dark decors. Being a highly reflective finish gloss will tend to show scuffs and scratches more readily than textured finishes. We cannot accept responsibility for the performance of the gloss laminate finish with respect to marks and scuffs.

### **MOISTURE**

Work surfaces are sealed to protect against water penetration but we advise that you immediately wipe up any water spillages, especially around the front edge and any joints. In addition, take care not to let moisture lie on joints e.g. from a wet cloth, as this can also lead to water ingress.

### **APPLIANCES**

Every work surface is supplied factory sealed along the front edge and underside. However, please follow a couple of simple rules to prevent excess moisture causing potential damage to the work surface and adjacent units. First, make sure any appliance door seals are intact to prevent steam escaping in use. Secondly, don't open your dishwasher until it has cooled down. This prevents steam escaping and condensing on the adjacent units and work surface.

### **STAINING**

Your work surface is resistant to most common household chemicals or foodstuffs, including alcohol and cosmetics. Some items may cause staining. For good practice we advise that any spillage is wiped off straight away.

### **PVC APRONS**

We have found that PVC aprons can cause premature wear to the leading edge of the work surface. This becomes obvious over a period of time as a shiny area and is most obvious in areas of high use in front of the sink and hob.