



WARRANTY POLICY

[Revision 1.0 - September 2021]



IFKITCHEN WARRANTY POLICY

3+1 YEAR GUARANTEE

The Guarantee of **1 Year Warranty** covers the following products which are covered by **Manufacturer's warranty** at time of purchase:-

- Any defects in materials by manufacturing defects or workmanship in the Cabinet frame (carcase), Door(s), Panels(s) & Drawer Fronts/ *(The warranty does not cover handles).*
- Sink and Faucet; Any defect in workmanship
- Appliances; Any defect in workmanship
- Stainless Steel Carcase; Any defect in workmanship. (The Stainless Steel cabinet is part of our product and is based on order basis, therefore due to the time frame provided from Manufacturer; it is estimated to take within 7 - 14 working days to source a replacement component & resolve any defects.)
- Worktop (Under Manufacturer's defects)
- Fitting parts;
 - Soft-close hinges/ Gas Spring Friction; defect due to depleted neutron gas inside / broken.
 - Cabinet Leg & Aluminium Skirting; dented/ defect due to workmanship / manufacturing defect.
- The Guarantee of:
 - **3 Year Services** after installation completed - **ifKitchen's Product and Services.**
- In an event of defective products, **ifKitchen** will choose to solve the issue either by:
 - **Arrange to repair** defective warranty product or
 - **Arrange a replacement** of the defective warranty product by the Manufacturer.
 - (The arrangement of services (repair & replacement) will require further action within 4 - 5 days from the date and time issued by the Owner.)

***Note: If the Product under Warranty is no longer available and cannot be repaired, the ifKitchen at its absolute discretion, may replace the Product with substituted items of similar value which would be as close as possible in dimension/ function & color. The Manufacturer however, cannot guarantee that the replacement items will be exactly the same in all aspects when compared with the original items.**

EXCLUSION & LIMITATIONS

- Warranty is void and Customers will not be able to claim **ifKitchen**'s warranty is the products' defects are caused by any of the following:
 - Wear & Tear suffered through normal use (including stains, scratches & cuts) or damage caused by impacts or accidents;
 - Insufficient or improper care (including use of inappropriate chemicals/ cleaning products);
 - Mistreatment, Negligent use or Misuse;
 - Fading, Discoloration or Damage caused by exposure to intensive or excessive light including ultraviolet light, moisture or heat (including excessive steam on door(s), panel(s), drawer front(s) and cabinets.)
 - Does not cover from Alterations, Modifications (including any products that moved from their original place of installation) after initial installation completed.
 - The Warranty does not protect against natural causes i.e; fire, flood etc. (including over exposure to heat or water)
 - Does not cover if **ifKitchen**'s product has been placed outdoors, kept in a humid environment that can cause damage to it.
 - This warranty excludes all industrial, commercial and business usage. (This warranty is non-transferrable). For personal, domestic or household use only.

RECEIPTS & DOCUMENTS

- **Retain Sales Receipt & any supported copies of items list.**
 - Retain all proof of purchase of **ifKitchen**'s products. Proof will be requested in order for Guarantee 1+3 to be applied/ claimed.

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