

Outdoor Kitchen Warranty:

This document sets out the terms and conditions of the product warranties for Burton Living's Tribal and Bespoke outdoor kitchen range. It is an important document. Please keep it with your proof of purchase documents in a safe place for future reference should there be a manufacturing defect in your Appliance.

What does this warranty cover?

This limited warranty covers defects in materials and workmanship of the product and product components identified below for the Warranty Periods defined below.

What is the period of coverage? This limited warranty starts on the date of your warranty registration and lasts for the time period or time periods specified above (the "**Warranty Period**"). The Warranty Period is not extended if we repair or replace the product. We may change the availability of this limited warranty at our discretion, but any changes will not be retroactive.

1. In this warranty:

- (a) 'Kitchen' covers all areas of the outdoor kitchen provided. Broken down in section 4.
- (c) 'Warranty Period' means the period specified in clause 3 of this warranty;
- (d) 'you' means the purchaser of the Kitchen
- (e) 'UK' classifies as mainland only.
- (f) 'Burton Living' is the brand name of the company Burton Joinery Construction (LTD), manufacturer of the Kitchen.

2. Application: This warranty only applies to new Kitchens, purchased and used in UK and is in addition to (and does not exclude, restrict, or modify in any way) other rights and remedies under a law to which the Appliances or services relate, including any non excludable statutory guarantees in UK.

3. Warranty Periods

- The following parts have a **lifetime** cover under Burton Living Warranty.
 - Hinge Plates
 - Door Hinges
 - Brushed Access
 - This is on a supply only basis
- The following parts are covered for **15 years** under Burton Living Warranty.
 - Internal units created from our unique plywood substrate.
 - This is on a structural basis only
 - This is on a supply only basis
- The following parts are covered for **5 years** under Burton Living Warranty.
 - Doors created from our unique plywood substrate and revealed edging. Sealed.
 - End Panels created from our unique plywood substrate and revealed edging. Sealed.
 - Drawer Sides and boxes
 - Bin components
 - Castors/Wheels
 - This is on a structural basis only.
 - This is on a supply only basis
- The following parts are covered for **4 years** under Burton Living Warranty.
 - Doors created from our unique plywood substrate and covered edging.
 - End Panels created from our unique plywood substrate and covered edging.
 - Drawer Runners
 - Bin Runners
 - This is on a supply only basis

- The following parts are covered for **3 years** under Burton Living Warranty.
 - Painted and Shaker Doors.
 - Shaker end panels.
 - This is on a supply only basis
- The following parts are covered for **2 years** under Burton Living Warranty.
 - Worktops - Concrete, Quartzite and Granite.
 - This is in accordance with the worktop suppliers warranty.
- Appliances are covered on an appliance basis. Burton Living Warranty does not cover individual appliances.
- Burton Living supply a 1 year labour warranty should any part of the kitchen (excluding appliance and worktop) have a manufacturing issue that is strictly an issue from poor construction or faulty materials. This is based on a 30 mile radius from CM19 or CB10.

4. Repair or replace warranty: During the Warranty Period, Burton Living at no extra charge if your Kitchen is readily accessible for service, without special equipment, no removal of parts by other suppliers and subject to this warranty whilst accounting for the exclusions, repair or replace any parts of the Kitchen which it considers to be defective. Burton Living may, in its absolute discretion, choose whether the remedy offered for a valid warranty claim is repair or replacement. Burton Living reserve the right to have a representative inspect any product or part prior to honouring any warranty claim or this may be examined over photo/video. Burton Living may use refurbished parts to repair your Kitchen. You agree that any replaced Kitchen parts become the property of Burton Living. Any replaced parts may be from a different batch so colour variation may occur.

5. Transportation: Burton Living will bear the reasonable cost of transportation, travel and delivery of the Kitchen parts to and from Burton Living within the warranty period. Should labour be required during the replacement or repair of any Kitchen within the 1 year time frame but is over 30 miles from CM19 or CB10, Burton Living maintain the rights to charge for said travel and labour expenses. If labour is required after the year labour warranty, Burton Living reserve the rights to charge for this labour cost. Travel and transportation will be arranged by Burton Living as part of any valid warranty claim - Within the 30 mile radius, congestion charge, toll fees and parking will be charged at cost rate.

6. Proof of purchase is required before you can make a claim under this warranty.

7. Exclusions: You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. This warranty does not cover:

- should the Kitchen be installed by a non approved installer;
- should the Kitchen change location from where it was initially installed (excluding Tribal Kitchen);
- cosmetic damage* occurred after the Kitchen is installed including but not restricted to:
 - negligence or accident;*
 - misuse or abuse, including failure to properly maintain or service;*
 - improper, negligent or faulty servicing or repair works done by anyone other than an Burton Living/Joinery;*
 - normal wear and tear;*
 - power surges, electrical storm damage or incorrect power supply;*
 - incomplete or improper installation;*
 - incorrect, improper or inappropriate operation;*
 - insect or vermin infestation;*
 - failure to comply with any additional instructions supplied with the Kitchen;*
 - damage caused by products used with the kitchen including but not limited to, BBQ Grills, Worktops, Big Green Egg, Pizza Ovens or other Kitchen products which were not sold through Burton Living.*
 - damages to the product due to weather damage, hail, rough handling, flooding, damaging chemicals or cleaners. This includes discolouration.*

(xii) improper delivery arranged by anyone other than Burton Living, such delivery may include open bed trucks or improper strapping of the Kitchen

(d) Should any other contractor or company alter the Kitchen after install has been signed off.

(e) Should the Kitchen not be covered by an approved cover when not in use from the initial install.

(f) Should the Kitchen be used for commercial use.

*cosmetic damage includes but is not restricted to scratches, scuffs, discolourations, edging marks.

8. Application. All applications need to be submitted to hello@burtonliving.co.uk for a valid warranty claim. Please register your warranty at <https://www.burtonliving.co.uk/warranty> - this has to be submitted within a month of receiving your finished and signed off outdoor kitchen to be validated.