



## Supremo Kitchens Ltd - Guarantee Document

### 15-Year Guarantee

1. **Scope of Guarantee:** Supremo Kitchens guarantees all in-house manufactured kitchen joinery to be free from defects in materials and workmanship for fifteen years from the date of installation, applicable to the original installation address within New Zealand.
2. **Quality of Materials:** We utilize products from well-known manufacturers for all components used in our kitchens. All hardware and other components installed by us are covered by their respective manufacturers' guarantees, ensuring additional protection for your kitchen.
3. **Transferability:** This guarantee can be transferred to new owners of the property, continuing the coverage without interruption. To transfer the guarantee, the current property owner must inform Supremo Kitchens of the change in ownership.
4. **Claims Process:** To file a claim under this guarantee, property owners should contact Supremo Kitchens with proof of purchase and a detailed account of the issue. Claims must be made within 30 days of identifying the defect.
5. **Exclusions from Guarantee:**
  - Damages resulting from customer misuse, neglect, accidents, or uncontrollable natural events.
  - Damage from improper exposure to extreme conditions, including heat, moisture, or sunlight.
  - Issues arising from not following our care guidelines.
  - Unauthorized repairs or alterations.
  - Improper installation by third parties not approved by Supremo Kitchens.
  - Natural variations in materials such as wood grain, stone patterns, or veneer appearances.
  - Installations not performed by Supremo Kitchens certified installers.
  - Specific Appliance Warranties: Warranty claims on appliances may be nullified if cabinetry is altered from the appliance manufacturer's specifications. Supremo Kitchens is not liable for such appliance failures.
6. **Exclusions of Goods and Services:** This guarantee does not cover goods or services not purchased through or contracted by Supremo Kitchens.
7. **Statutory Rights Preserved:** Nothing in this guarantee will limit or exclude any legal rights or remedies you might have under New Zealand law.
8. **Resolution Methods:** Supremo Kitchens reserves the right to either repair or replace defective products. The chosen method will aim to closely match the original design and functionality.
9. **Legal Compliance:** This guarantee adheres to the Consumer Guarantees Act of New Zealand, which ensures that all products must be of acceptable quality, suitable for their intended use, and as described.

10. **Contact Information:** For any inquiries or to initiate a claim, please contact us at [info@supremokitchens.co.nz](mailto:info@supremokitchens.co.nz).