



## TERMS & CONDITIONS

1. Upon receipt of full payment, each Mastercraft Kitchens location guarantees their products, manufactured in-house, to be free from defects arising from faulty craftsmanship, for each and every owner of the property, for ten years from the date of installation. All other products supplied through Mastercraft Kitchens carry the guarantees issued by individual product partners. Mastercraft shall not be liable under this guarantee for periods that extend beyond our individual product partner's guarantee.
2. Mastercraft's obligations under this guarantee are, at Mastercraft's choice, limited to:
  - a. Repairing the goods or,
  - b. Replacing the goods (excludes all deleted product lines).
  - c. Only those products purchased from Mastercraft.
3. Mastercraft's total liability under this guarantee will not exceed the contract price paid by the Customer to Mastercraft for the goods.
4. This guarantee excludes defects or issues arising either directly or indirectly from:
  - i. The Customer's negligence or misuse or any inevitable accident, natural movement of timber, act of God or other factor beyond reasonable control of Mastercraft.
  - ii. Unreasonable or excessive exposure to heat, sunlight, water or steam.
  - iii. Non compliance by the Customer over the correct care and treatment of any Mastercraft product (Refer product care instructions).
  - iv. Any unauthorised person repairing or attempting to repair the goods.
  - v. The goods having been modified, incorrectly maintained or used for a purpose other than that for which it was intended.
  - vi. The goods having been incorrectly installed by persons not approved by Mastercraft.
  - vii. Colour and pattern variations in granite, stone veneers and quartz, and knots or grain in timber or timber veneers, which occur as part of the natural product.
  - viii. Any goods that have not been installed by approved Mastercraft installers.
5. Appliance guarantees and warranties will be voided where clients request cabinetry dimensions other than those specified by the Appliance Manufacturer. Mastercraft accepts no liability where appliances fail as a result.
6. This guarantee excludes any goods or services which are not purchased from, or contracted, by Mastercraft.
7. This guarantee does not limit or restrict any other statutory right or remedy available to the customer within New Zealand.

To discuss any issue relating to your Mastercraft product, please contact the supplying branch on 0800 67 67 67 or via [www.mastercraft.co.nz](http://www.mastercraft.co.nz)