

MOOD WARRANTY

Subject to proof of purchase, Mood provides the following limited warranties to the original purchaser of Mood products purchased and used in New Zealand only on the following terms and conditions:

STANDARD 10 YEAR WARRANTY

Mood warrants that it will, at its option, repair or replace any cabinet carcass, hinge and drawer runners, handles, doors and panels or other joinery related items that suffer a failure due to a defect in the materials or manufacturing process within ten (10) years from the date of purchase. This document excludes any benchtop, splashback, appliance, hardware or any other product not relating to the joinery/cabinets.

Please note the Mood Warranty is not transferable or assignable.

This warranty applies only to the original purchaser of Mood products used for normal, personal, domestic and household purposes only. The original purchaser may obtain the benefit of this warranty on the following conditions:

1. The product was purchased from an authorised Mood retailer and was paid for in full;
2. The original purchaser is able to provide an acceptable form of proof of purchase;
3. The product was installed and is used in accordance with all supplied product information and instructions; and
4. Mood is notified within thirty (30) days of the alleged problem occurring.

Mood aims to rectify genuine warranty claims as a matter of priority. This is generally achieved by inspecting the product and determining the basis for the claim and by introducing immediate corrective action measures to prevent reoccurring problems. It is therefore essential that all warranty claims are promptly submitted to Mood within the thirty (30) day period of the alleged problem occurring as stated above. This warranty represents the only warranty given by Mood and no other person or organisation is authorised to offer any alternative.

Exclusions and limitations

This warranty does NOT cover:

- Products without proof of purchase
- Products not purchased from an authorised Mood retailer
- Products which have not been paid for in full
- Products which are resold or re supplied or constitute second hand goods
- Normal wear and tear
- Usage other than normal personal, domestic or household use.

- Installation that is not in accordance with supplied installation instructions
- Defects which have been disclosed as a feature or limitation of the products in any literature published by Mood
- Variations in colour and shade
- Delamination
- General colour fading or discolouration or damage due to direct and indirect light (exposure to direct sunlight should be avoided)
- Slight variations or differences in the visual features of the products inherent within the manufacturing process.
- Accident, misuse, abuse, negligence, improper handling or failure to follow supplied care directions
- Exposure to excessive heat, moisture, ultraviolet light or physical or chemical abuse (such as oven cleaners, floor and paint strippers and other harsh chemicals)
- Alteration, modification, repair or use of the product which is inconsistent with supplied product instructions
- Damage, problems or failure caused by acts of God, fire, wind, lightning, flood, storm, vandalism, earthquake, war, civil insurrection, pests, vermin, insects, spiders or interference by foreign objects or matter affecting the product such as dirt, debris, soot or moisture
- Damage, problems or failure caused by extreme weather conditions, including, but not limited to, hail, salt, or other harsh substances
- Products which have been installed in a portable or mobile building, structure or application including, but not limited to, a caravan or boat
- Products which are re-installed at a location other than the original installation site
- Inadequate support in the structure to which the product is installed
- Repairs to products without the authorisation of Mood in writing.

If your product has been discontinued, Mood may offer at its option a replacement with a similar product. Mood does not warrant that replacement will fit any existing fixtures or chattels, which include but is not limited to appliances and/or components, sinks, taps, dishwashers, ovens, stovetops, rangehoods, plumbing, electrical, flooring, windows, walls, ceilings and other cabinetry or furniture.

Mood does not warrant the removal, installation, deinstallation, reinstallation or set up costs or any other associated costs with a claim.

Mood does not warrant any consequential, incidental, direct or indirect loss, expense or damage suffered by you or any third party arising from or in relation to the use, installation, performance or failure of any Mood product.

This warranty is not transferable or assignable.

HOW TO CLAIM

To make a claim under this warranty, you must provide a copy of your original proof of purchase and proof of installation to enable us to determine whether your Mood product falls within the warranty and the relevant warranty periods. This will also help us determine whether the claim made is genuine and is not based on any breach of warranty or any violations of the law, such as those involving lost, stolen, counterfeit or second hand goods. The acceptable proof of purchase is a tax invoice or receipt that clearly itemises the product and shows the date and place of purchase and, if applicable, information pertaining to the installation of your Mood product. As a strict condition, where there is no acceptable form of proof of purchase, Mood undertakes no responsibility to repair the product under warranty.

You will need to contact Mood during the applicable warranty period on the contact details provided below. To enable Mood to correctly identify and rectify the problem, please be ready to provide accurate details of your product and finish, date of purchase, date of installation, purchase details and a full description of the problem. Our team will let you know what other information is required for processing your claim. Importantly, you will need to arrange with Mood an inspection of your product as part of our assessment of your claim. Please bear in mind, you will be responsible for all expenses involved in contacting Mood to make your claim under this warranty and Mood will bear the expenses of any inspection and processing of your claim.

By email at hello@mood.nz

By telephone 0800 666 369

You WILL BE CHARGED for work done or any service call(s) if:

- The problem is not covered by this warranty
- There is nothing wrong with the product

We strongly recommend that you read all instructions supplied upon purchase of your Mood product before making a warranty claim.

WARRANTIES FOR COMMON SUPPLIERS

Refer to specific manufacturer's web-site for more details

Hardware

Blum Hardware: Limited Lifetime

Hafele Hardware: Limited Lifetime

Refer to the individual suppliers website for terms and conditions.

Laminex

Caesarstone: 10 Years Limited Warranty.

Formica: 2 Years

Refer to the individual suppliers website for terms and conditions.

Cosentino

Dekton: 25 Years

Sensa: 15 Years

Silestone: 25 Years

Refer to the individual suppliers website for terms and conditions.

Quantum Quartz

Refer to the individual suppliers website for terms and conditions.

WARRANTY FOR WORKMANSHIP

Mood warrants to the original purchaser of its kitchen joinery products, including cabinets and benchtops (the "Suppliers"), that the Products will be free from defects in materials and workmanship under normal use for a period of 10 years from the date of purchase. This guarantee is in addition to your normal statutory entitlements and specific legal rights as provided for in the Consumer Guarantees Act 1993.

1. If there is a defect in the workmanship in the installation of Kitchen Components during the relevant warranty period for that Kitchen Component as in the Manufacturer's Warranty, Mood Kitchens (as its only obligation) will:

- A. supply a replacement Kitchen Component if still available or one of similar quality free of charge or design a Kitchen Component and replacement.
- B. install the replacement Kitchen Component free of charge.

2. This Warranty forms part of the contract you entered into with Mood Kitchens for the supply of the Kitchen Components. If there is an inconsistency between the terms of this Warranty and the terms and conditions of supply, the terms of the Warranty will prevail.

3. This Warranty does not cover the following circumstances:

- A. An act or acts of God, any natural occurrence or other circumstances not within the control of Mood Kitchens (such as fire or water damage).
- B. Any act by any person, (other than an employee of Mood Kitchens), whether by error, neglect or intentional or unintentional misuse, which in any way alters the appearance and/or structure of the Kitchen Components as supplied by Mood Kitchens. High Moisture Resistant Board (HMR) will not deteriorate if water, steam and oil spills are wiped off immediately.

However, HMR will deteriorate if water, steam and oils are left to soak into the material, in which case the Warranty does not apply.

C. Use of surface cleaners excluded by the manufacturer other than those approved by the manufacturer.

D. If care is not taken in regard to the potential of moisture to damage the Kitchen Components. Benchtop mitre joins cannot withstand water overflows and steam caused by kettles being placed over the join. Such damage is not covered under the terms of this Warranty.

E. Shrinkage of panels and joints in the Kitchen Components is normal. The manufacturer's specifications will apply to determine whether any shrinkage of the Kitchen Components are within the normal range.

F. Lacquer work to timber doors where the lacquer has deteriorated due to exposure to water, solvents, pump action cleaners, and normal wear and tear from daily use.

G. If you have conducted your own installation, any damage to the kitchen due to faulty or

incorrect installation.

H. Any damage to Kitchen Components caused during delivery, other than damage caused during delivery arranged by Mood Kitchens.

I. Natural fading or damage due to direct or indirect exposure to ultraviolet light or sunlight.

J. Normal wear and tear. Please note that abrasives or solvent cleaners, should not be used to clean any of the Kitchen Components, which should be wiped over with a moist warm cloth and dried immediately.

K. Alteration of any part of the Kitchen Components by any person including the Customer other than an employee of Mood Kitchens for any works beyond what was agreed to in the first instance.

L. Mood Kitchens will not be obliged to comply with its obligations under this Warranty unless and until you have paid the full purchase price for the Kitchen Components.

M. Any claims after the date of the expiry of the Manufacturer's Warranty.

4. Mood Kitchens may require you to provide dated proof of the original purchase and installation clearly showing the date of purchase and the date of installation before it provides repair or replacement for Kitchen Components under the terms of the Warranty.

5. This warranty is not transferable or assignable. The warranty will expire if sold, transferred or assigned. If you are not the original purchaser of the Kitchen Components and those Kitchen Components were installed, Mood Kitchens will require you to provide dated proof of the original purchase and installation clearly showing the date of purchase and the date of installation before it agrees to provide a replacement Kitchen Component under the terms of the Warranty.

6. This Warranty does not cover any appliances or other goods (other than kitchen components) that may be provided by any supplier, including Trends Kitchens Ltd. All appliances or other goods are covered as per the manufacturer's own warranty or guarantee (specific details will be supplied on request).