

## **Warranties against defects**

### **DEFINITIONS**

In these conditions "the Company" means KINGKRAFT LTD, "the Customer" means the person, firm or company who receives the Company's goods or to whom the Company's quotation or invoice or acknowledgement of order is addressed: "the goods" means the products supplied by the Company to the Customer

- 1) The warranty covers your Kingkraft goods for two years only from the point of delivery
- 2) Any alleged defects must be notified to the company in writing or by phone as soon as possible, providing serial numbers and or/invoice details
- 3) The warranty applies to Kingkraft manufactured goods only, which includes the following:
  - a. Multibath and Multibath SE, Easibath, Contour, Lifestyle, Argent
  - b. Mobile Shower Changer and Changing Table
  - c. Leit Trolley and Leit Overbath Changer
  - d. Komfort and Kozy Bather
  - e. Assist and Assist Plus Basin
  - f. Removable Changing Tops
  - g. Kozy Lounger
  - h. Sensory Gilets
  - i. Sensory Wrap

*Please note cushions and plastic supports come with one year warranty only*
- 4) Goods that are supplied via Kingkraft and Sensorykraft by a third party company come with their own warranty – information can be found in user manuals supplied with your product
- 5) The warranty covers Kingkraft manufacturing and installation faults only
- 6) The company does not warrant install faults caused by third party companies
- 7) The company does not warrant misuse/user error which includes the following:
  - a. Exceeding the recommended weight limit
  - b. Excessive force on parts
  - c. Power being turned off at the mains
  - d. Damage resulting from improper maintenance by other companies that are not Kingkraft or working on behalf of Kingkraft
  - e. Damage resulting from natural disasters
  - f. Theft of a product
  - g. Loss of a product
  - h. Boiler breakdown/problems
  - i. Goods not being cleaned and maintained e.g whirlpool
- 8) The warranty applies to goods purchased from 1<sup>st</sup> October 2018 only
- 9) The warranty applies to new products only, not second hand
- 10) Kingkraft recommend annual services on all our products, servicing cost is not included in the warranty
- 11) The company does not warrant that the goods will be fit for the customers specific purpose(s) unless exact details of such purpose(s) have been completely specified and then agreed in writing prior to the company's acceptance
- 12) Where products are returned/reported broken outside the warranty period, the products will be inspected and at Kingkraft's discretion a repair may be carried out. Any repair made will be charged to the customer. Any works carried out outside of the warranty will come with one year product warranty only and no further warranties will be applied
- 13) Our Kingkraft engineers have the right to refuse to work on products if they deem them unhygienic/unsafe to work on