

# **kaboodle product warranty**

complete peace of mind



**kaboodle**<sup>®</sup>  
KITCHEN



# enjoy your kitchen, worry free

As one of the largest flat-pack joinery providers in New Zealand, we endorse and recognise all rights of the consumer under the *New Zealand Consumer Law*. We are proud of our local and international manufacturing processes and guarantee our high-quality products against defects in materials and workmanship. Our local and reliable customer service team are there to respond to any queries or concerns you may have with our products

Our goods come with guarantees that cannot be excluded under the *New Zealand Consumer Law*. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.



# kaboodle warranties

Subject to proof of purchase, DIY NZ Pty Ltd (“DIY”) provides the following limited warranties to the original purchaser of kaboodle products purchased and used in New Zealand only on the following terms and conditions:

## kaboodle 10 year warranty

DIY warrants that it will, at its option, repair or replace any cabinet carcass, hinge and drawer runners, handles, doors and panels, benchtops, wire baskets and inserts, steel frame shelves, hanging kitchen storage or waste bins that suffer a failure due to a defect in the materials or manufacturing process within ten (10) years from the date of purchase. The Standard 10 Year Warranty does not apply to a product’s finish achieved, including any colour or shade selected and / or applied, by the customer and / or any third party in any Paint Your Own Doors (PYOD) offer. Please see our latest catalogue for more information about PYOD.

## the kaboodle advantage

If you install your kaboodle product in a house which you own and is your principal place of residence, DIY will extend your warranty for as long as your kaboodle product is installed in that house and you continue to own and maintain that house as your principal place of residence. That’s the kaboodle advantage!

The kaboodle advantage applies only to cabinet carcasses that suffer a failure in its structural integrity due to a defect in the materials or manufacturing process.

Please note the kaboodle advantage warranty is not transferable or assignable.





# general conditions

**The kaboodle 10-year, and lifetime structural warranty are subject to the following conditions and apply only in relation to kaboodle products.**

All kaboodle products must be used for normal, personal, domestic and household purposes only. The kaboodle product must be purchased from an authorised kaboodle retailer and be paid for in full. The kaboodle product must be installed and used in accordance with all supplied product information and instructions. You must notify **DIY** within thirty (30) days of noticing a problem with your product and you must provide an acceptable form of proof of purchase (see ‘making a claim’ below). Our customer service representatives will let you know what other information may be required for assessing your claim.

**kaboodle warranties do NOT cover:**

- Products without proof of purchase
- Products not purchased from an authorised kaboodle retailer
- Products which have not been paid for in full
- Products which are resold or resupplied or constitute second hand goods
- Normal wear and tear
- Usage other than normal personal, domestic or household use, unless you have prior written consent of **DIY**
- Products used for a commercial kitchen where the kitchen is for food preparation in a hospitality setting to be sold or supplied to a customer, unless you have prior written consent of **DIY**
- Products used for a commercial laundry where the laundry is for the washing and drying of clothes and other related articles for remuneration, unless you have prior written consent of **DIY**
- 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 **DIY**
- Any Paint Your Own Doors (PYOD) product offer that is not in its original purchased form
- Delamination
- Variations in colour and shade
- 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, ultra violet 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 caravan or boat, unless you have prior written consent of **DIY**
- 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 **DIY** in writing

If your kaboodle product has been discontinued, **DIY** may offer at its option a replacement with a similar kaboodle product. **DIY** 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.

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

**DIY** 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 kaboodle product.

This warranty represents the only warranty given by **DIY** and no other person or organisation is authorised to offer any alternative.

## your homeowner obligations

As kaboodle kitchen products are not branded once they are installed, you must retain proof of purchase to establish the kitchen is a kaboodle product. Keep proof of purchase in the form of a receipt from your retailer or installer, showing the price you paid in full and the date of its purchase.



# making a claim

If you believe your kaboodle product(s) is failing to perform in accordance with our warranties or as required by the *New Zealand Consumer Law*, please contact our customer service team.

## by email at

[clr@ahecorporate.com](mailto:clr@ahecorporate.com)

## by telephone

0800 522 663

Monday to Friday

From 8:00am to 5:00pm NZST

## by post

Warranty Claims

DIY NZ Pty Ltd

PO Box 97722

Manukau City, Auckland, 2241

**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 kaboodle 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 warranties claimed on second hand goods.**

**To assist us in attending to your claim as efficiently as possible, please include:**

- Copy of your proof of purchase
- Authorised kaboodle retailer (Bunnings store)
- Your full name
- Your phone number
- Address of installed product
- Date of installation
- Installer name
- Brief description of your claim
- When you first noticed the defect
- Photographs of the defect

Acceptable proof of purchase can be a tax invoice or receipt(s) that clearly itemise the product and shows the date and place of purchase and, if applicable, information pertaining to the installation of your kaboodle product. As a strict condition, where there is no acceptable form of proof of purchase, DIY undertakes no responsibility to repair the product under warranty.

## how DIY will fulfil warranty claims

DIY aims to rectify warranty claims as a matter of priority. Our customer service team will assess the information you provide, may organise an inspection of the product and determine the basis for the claim. DIY will honour all valid claims made under this warranty by either repairing or replacing (at DIY's option) your kaboodle product and/or introducing immediate corrective action measures to prevent re-occurring problems.

Please bear in mind you will be responsible for all expenses involved in contacting DIY to make your claim under this warranty and DIY will bear the expenses of any applicable inspection and processing of your claim.

DIY may, at its discretion, apply a charge for work done or any service call(s) if

- The problem is not covered by this warranty
- There is nothing wrong with the product
- You are unable to provide acceptable proof of purchase and decide to proceed with your claim

We recommend you read these terms carefully and endeavour to provide full and accurate information upfront to minimise any disappointment or delays in having your claim approved or denied.

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