

Imagine Kitchens – Warranty Information

10 Year Warranty

This Warranty protects the original Purchaser of the Imagine Kitchens products (including the cabinets, doors, panels, drawer fronts, and laminate benchtops purchased in the original package), from substandard materials and/or substandard workmanship in the Imagine Kitchens products. This Warranty only applies if the Imagine Kitchen products are properly maintained and used for normal domestic use. The Warranty applies for the period of ten (10) years from delivery of the Imagine Kitchens products (10 Year Warranty).

The 10 Year Warranty does not cover defects caused by any of the following:

1. Wear and tear suffered through normal use (including scratches and cuts) or damage caused by impacts or accidents;
2. Incorrect or negligent installation, construction, storage or assembly;
3. Installation contrary to instructions provided;
4. Deliberate mistreatment, negligent use or misuse;
5. Insufficient or improper care (including using incorrect or inappropriate cleaning products or methods). Care instructions are available online at www.mitre10.com.au/imaginekitchens;
6. Failure to observe directions for care;
7. Fading, discolouration or damage caused by exposure to intensive or excessive light, moisture or heat (including excessive steam on doors, panels, drawer fronts and cabinets);
8. Alterations, modifications or use of the Imagine Kitchens products which are beyond or in a way which is inconsistent with the supplied product instructions and which have not been authorized by Mitre 10 Australia Pty Ltd ACN 009 713 704 (Mitre 10);
9. Alteration of the Imagine Kitchen products caused by repairs which, have not been authorised by Mitre 10 (collectively referred to as Mistreatment); and
10. Water damage.

The 10 Year Warranty does not cover:

- Handles and knobs;
- Accessories;
- Acrylic splashback panels;
- Acrylic Benchtops; and
- Sinks & Taps.

This 10 Year Warranty is null and void if any other entity repairs or alters the Imagine Kitchens products without the prior consent of Mitre 10. This 10 Year Warranty is null and void if Imagine Kitchens products have been used for public use, outdoors or in a corrosive environment.

General Terms for the '10 Year Warranty'

Our goods come with guarantees that cannot be excluded under the Australian 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

Where a failure does not amount to a major failure, Mitre 10 will provide, at Mitre 10's option a repair, replacement or refund for the defective Imagine Kitchens product or defective component of the Imagine Kitchens product. If a

product or component is no longer available and cannot be repaired, Mitre 10 will, in its absolute discretion, replace the product with a substitute item.

The 10 year manufacturer's Warranty is valid from the date of purchase and proof of purchase must be provided when making a claim. The Warranties are not transferable, including the subsequent property owners.

To claim under this Warranty simply visit the store from which you purchased your Imagine Kitchen, along with proof of purchase and documentary evidence of the fault. Such evidence may include photographs, statutory declarations, receipts or reports, depending on the loss or damage. Mitre 10 will not be responsible for any costs incurred by the purchaser in bringing the product and/or evidence of the fault to the store.

Mitre 10 reserves the right for Imagine Kitchens product to be inspected by an authorised representative prior to any claim being processed. The benefits to the purchaser given by this manufacturer's Warranty are in addition to all rights and remedies conveyed by the Competition and Consumer Act 2010 (Commonwealth) and any other statutory rights to which the purchaser may already be entitled, and this Warranty does not exclude, restrict or modify any such rights or remedies implied by law.

Mitre 10 will not be responsible for any freight, installation and/or setup costs incurred during any in relation to any replacement or repair of the Imagine Kitchens product. Replaced products will become the property of Mitre 10. Mitre 10 will not, under this Warranty, be responsible for consequential damages (such as loss of use) inconvenience, loss or damage to personal property, whether direct, indirect or economic and whether arising in contract or tort. Under this Warranty Mitre 10's responsibility shall not exceed the purchase price of the Imagine Kitchens product or its replacement.

No other express warranty or representation has been made or will be made on behalf of Mitre 10 with respect to Imagine Kitchens products and its parts, or the operation, repair or replacement of the Imagine Kitchens products and its parts. No representative of Mitre 10 or its distributors or retailers are authorised to make any changes or modifications to these warranties.

This Warranty is provided by Mitre 10 Australia Pty Ltd.

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