

B&Q Installation Support Team

Name

Address

Postcode

DATE

Dear XXXXXX

Thank you for choosing B&Q to carry out your recent installation. I am delighted you have confirmed that your project has been completed to your satisfaction and we hope that you have many years of enjoyment.

To give you that extra peace of mind there is a 2 year fully transferable guarantee on your installation. Enclosed is your guarantee documentation and any certification documents. Please read this carefully as it contains important information regarding the terms and conditions that apply to this guarantee.

Should you experience a problem with your installation that you feel is covered by and is within the guarantee period, a claim can be made by submitting a claim form which you can obtain along with instructions from:

<https://www.diy.com/customer-support/guarantee-claim-form/>

Once again, thank you for choosing B&Q, and we look forward to being of assistance in your next home improvement project.

Yours sincerely

B&Q Installation Support Team

Installation Workmanship Guarantee Terms and Conditions

Guarantee start date:

At B&Q we want you to be completely happy with your installation but for added piece of mind, it comes with a two year workmanship guarantee starting from your installation completion date. If a problem occurs during the two year guarantee period as a result of a failure in workmanship you should contact us by submitting a claim form via <https://www.diy.com/customer-support/guarantee-claim-form/>

After you contact us we will assess the problem and if a failure in workmanship is confirmed we will either appoint someone to fix it or cover all reasonable costs of repair.

This Workmanship Guarantee covers you against failures in the workmanship of your installation only and on condition that the installation has been used for the purpose for which it is intended and in line with all applicable cleaning, care and maintenance requirements as set out in these terms and conditions and/or relevant user/instruction manual/s.

This Workmanship Guarantee does not cover:

- Product defects
- Damage caused as a result of fair wear and tear or natural deterioration
- Accidental or intentional damage caused as a result of abuse, misuse, modification or neglect
- Routine maintenance or adjustments, including but not limited to, hinge adjustments, toilet seat adjustments or sealant renewal
- Where installation/s have been used for commercial purposes

Please note the following important information:

1. Where a repair is required that includes the replacement of a product, we will endeavour to replace the product with a like for like replacement. If the product is no longer available, we will provide you with a replacement of similar specification.
2. Any claim made under this Workmanship Guarantee will need to be supported with a copy of your original receipt or other reasonable proof of purchase. We will not be able to process any claim without a valid proof of purchase.
3. This Workmanship Guarantee is transferable to a new owner/occupier for the remainder of the original two-year Workmanship Guarantee period. Proof of transfer of ownership will be required by any new owner/occupier seeking to make a claim under this Workmanship Guarantee.
4. Unless stated otherwise by applicable law this guarantee will not cover any ancillary costs associated with a repair made under this guarantee.
5. Any repairs made under your Workmanship Guarantee will be guaranteed for the remainder of the original two-year Workmanship Guarantee period.
6. Rights under this guarantee are enforceable in the country in which you purchased this service. **Your statutory rights are not affected by the guarantee**

Important Information/Aftercare

Dear B&Q Customer

Thank you for choosing B&Q for your recent installation. As a valued customer we hope you get many years of pleasure from your purchase.

In addition to the care guides that you may have been provided with, please take time to read through the tips and advice below to ensure that you get the most out of your new products ensuring longevity and prevent any damage that may impact a warranty claim.

Silicone

Silicone can deteriorate over time. We recommend regularly reviewing silicone and the water barrier it creates, renewing this where required to prevent water penetration. As maintenance of silicone is a customer requirement we advise this to be a key aftercare routine as any damage as a result is not covered under warranty.

Work surfaces

Your worktops have been professionally installed and sealed however are not impervious to water penetration. Worktop joints should be carefully maintained to prevent water penetration into joints, any spills should be wiped up immediately. We do not recommend anything being placed over a joint where water could gather underneath i.e., kettle, laundry, cups, plates, chopping boards etc.

Take care with water from the sink as this can spill over the edge of the worktop and follow through to the underside of the worktop. Please ensure any spills to the leading edge are wiped up inc underneath the front edge paying particular attention to the section in front of the sink.

To keep the surface clean and hygienic use a soft, **damp** cloth and mild detergent or a non-abrasive cleaner. We recommend that cloths be wrung until no more drips are present before wiping the top.

Do not use abrasive cleaners – these can scratch your worktop. Take care with gloss finish worktops – they are more prone to scratching.

Always place hot pans from the hob or oven onto a heat-resistant mat or trivet to prevent blistering.

To prevent scratching or staining when preparing food always use a chopping board or worktop saver to protect the surface.

Kitchen Doors Fascia's

To clean your doors use a soft, damp cloth with warm, soapy water and we recommend that cloths be wrung until no more drips are present before wiping the top dry with a clean soft cloth.

Ensure any water or cooking spills are immediately wiped up to prevent any potential water penetration

We do not recommend that any source of heat or steam i.e. toasters, kettles, etc. are positioned directly beneath doors. Direct heat or steam being applied to the bottom edge of doors and pelmet could result in blistering.

Hinges

Hinges may become unaligned through usage, realign as required to ensure the door doesn't damage against other items

Extending hinges outside of their operating ranges or applying pressure not designed ie additional weight via the door can cause damage, often displayed through the hinge pulling away from the cabinet structure. Take care as to ensure hinges are only used within their operating parameters. Eg 110 degree hinges should not be extended beyond 110 degrees as will damage hinge & carcass.

Please retain this aftercare information for future reference. Failure to follow the recommendations could affect any future warranty claims.