

Totem Kitchens Guarantee

All Totem Kitchens cabinets, doors and worktops are guaranteed from the date of original installation, against defective materials or workmanship. This guarantee is in addition to your normal statutory entitlements and specific legal rights.

1. Totem Kitchens warrants that all Totem Kitchens cabinets, doors and worktops ('Kitchen Components') will be free from defects in materials or workmanship for a period of 3 (Three years) from the date of supply. All hinges and drawer runners have a manufactures guarantee for the life of your kitchen.
2. If there is a defect in the materials or workmanship in the Kitchen Components during the relevant warranty period for that Kitchen Component, Totem Kitchens (as its only obligation) will:
 - a. supply a replacement Kitchen Component of similar quality free of charge; and
 - b. install the replacement Kitchen Component free of charge during the first 3 (three) years after the date of purchase of the Kitchen Component ('Initial Period').
3. This Warranty forms part of the contract you entered into with Totem Kitchens for the supply of the Kitchen Components. If there is an inconsistency between the terms of this Warranty and the terms of the Supply Contract, the terms of the Warranty will prevail.
4. 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 Totem Kitchens (such as fire or water damage).
 - b. Any act by any person, (other than an employee of Totem Kitchens or a sub-contractor recommended by Totem 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 Totem Kitchens.
 - c. If care is not taken in regard to the potential of moisture to damage the Kitchen Components.
 - d. 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.

- e. If you have conducted your own installation, any damage to the kitchen due to faulty or incorrect installation.
 - f. Any damage to Kitchen Components caused during delivery, other than damage caused during delivery arranged by Totem Kitchens.
 - g. Natural fading or damage due to direct or indirect exposure to ultra violet light or sunlight.
 - h. 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.
 - i. Alteration of any part of the Kitchen Components by any person other than an employee of Totem Kitchens or a sub-contractor directly recommended by Totem Kitchens.
 - j. Totem Kitchens will not be obliged to comply with its obligations under this Warranty should full payment of the purchase price not have been settled.
5. If you are not the original purchaser of the Kitchen Components. Totem Kitchens may require you to provide dated proof of the original purchase before it provides a replacement Kitchen Component under the terms of the Warranty.
6. This Warranty does not cover any appliances or other goods (other than kitchen componentry) that may be provided by any supplier, including Totem Kitchens. All appliances or other goods are covered as per the manufacturers own warranty or guarantee (specific details will be supplied on request).
7. Totem Kitchens excludes all warranties and conditions that may be implied into this Warranty or the Supply Contract and limits its liability for a breach of any implied condition or warranty that cannot be excluded to the greater of (at Totem Kitchens's option):
- a. for goods, repairing or replacing those goods or paying the cost of having those goods repaired or replaced; and
 - b. for services, resupplying the services or paying for the cost of having those services resupplied.



Designer Finishes: Kitchens Cupboards Vanities

8. Totem Kitchens limits its liability (whether under contract, tort (including negligence) or statute) under the Supply Contract and this Warranty to the amount payable by the customer under the Supply Contract.

9. The Totem Guarantee is subject to full payment of the account on completion of the cabinetry as per the Totem contract.

Name of Totem Representative:

Signature:

Date: