



QUANTUM

Terms & Conditions

1. You must register your guarantee within 90 days of receiving delivery of your kitchen/bedroom order for the guarantee to be valid.
2. Quantum Kitchens are covered for a period of 25 years.
3. Quantum Bedrooms are guaranteed for a period of 10 years.
4. The guarantee period runs from the date of delivery to your property.
5. We will rectify defects that are clearly attributable to material and/or manufacturing faults, provided they are reported immediately after being identified, and within the guarantee period.
6. The guarantee applies to cabinets, doors, drawer fronts, hinges, drawer boxes and runners.
7. The following are excluded from the guarantee:
 - a. Normal wear and tear resulting from use for the purpose intended,
 - b. Damage caused by incorrect fitting, care or use, in particular excessive water/damp,
 - c. Damage caused by the application of any substance not recommended in the Quantum Care & Maintenance Guide,
 - d. Any items which have been modified post-delivery (such as panels cut on site, additional sanding or paint work),
 - e. Variations in the colour and structure of wood and changes in wood which normally occur over a period of time,
 - f. Appliances, sinks, taps, work tops, handles, internal storage mechanisms.
8. Appliances, worktops, sinks and taps come with the manufacturer's own warranties. The terms of these warranties will be specified in the manufacturer's own literature.
9. Should you require a replacement part that is no longer available (i.e. it has been discontinued), we will use a suitable replacement part of the same quality.
10. Should you require a replacement door or drawer front and the original door style has been discontinued, we will replace the item with a product as similar as possible to the original, in style/quality. Fitting/labour costs are not covered.
11. Delivery of replacement parts or repair does not extend the original guarantee period and it does not result in a new guarantee.
12. The guarantee is held by the purchaser of the kitchen or bedroom and is not transferable.
13. These terms and conditions shall apply in their current version.

Making A Claim

1. Your claim must be made through the retailer from which you purchased your kitchen and/or bedroom. In the event that the retailer is not available, please email customer.services@s6k.co.uk who will put you in touch with another authorised Quantum dealer.
2. You must be able to provide proof of purchase, showing where and when you purchased your kitchen/bedroom.
3. You must be able to provide your guarantee registration confirmation email.