
J.T. Ellis & Co. Ltd. Manufacturer's Guarantee

DEFINITIONS

1. The definitions below apply to the guarantee.

Company: means J. T. Ellis & Company Ltd whose registered office is at Silver Street, Huddersfield HD5 9BA.

Goods: Goods which are manufactured by the Company, including but not limited to, cabinets and doors.

Excluded Goods: means anything supplied by the Company other than the Goods, including but not limited to, electrical components, sanitary ware, plumbing supplies, appliances, accessories, ironmongery, handles, glass, mirrors, worktops, soft furnishings, seating, plastic trays and runners, and door frontages not manufactured by the Company

GUARANTEE

2. All Cabinet Goods manufactured by the Company are guaranteed to remain free from material or manufacturing defect for a period of five years from the date of delivery.
3. If the guarantee registration is returned to the Company via its on-line system or via telephone within 7 days from supply of the Goods, this guarantee will be extended to a period ending 10 years after the delivery date.

EXCLUSIONS

4. This guarantee does not apply to the Excluded Goods, which will be covered by the guarantee of the original equipment manufacturer.
5. This guarantee does not apply to any damage to or defect in the Goods arising from:
 - (a) fair wear and tear; or
 - (b) any misuse, wilful damage, abnormal storage or working conditions, accident or negligence by you or by any third party; or
 - (c) damage caused by fire, flood or any other abnormal environmental cause, smoke, damp or high temperatures; or
 - (d) failure to operate or use the Goods in accordance with the user instructions; or
 - (e) failure to carry out adequate care and maintenance in accordance with our instructions; or
 - (f) any alteration or repair by you or by a third party who is not authorised by the Company to carry out the repair; or
 - (g) any incorrect specification provided by you; or
 - (h) faulty workmanship of anyone other than someone authorised by the Company; or
 - (i) accidental damage normally covered under buildings or contents insurance.

GENERAL

6. This guarantee applies to all Goods purchased from the Company within the United Kingdom. This guarantee does not confer any rights other than those expressly set out and does not cover any claim for consequential loss or damage. This guarantee is in addition to your legal rights. Advice about your legal rights is available from your local Citizens' Advice Bureau or Trading Standards office.
7. In the event of product discontinuation, the Company reserves the right to offer a suitable alternative product or part.
8. The Company does not guarantee to provide replacement parts which are identical to the originals. Some shade, colour and grain variation is a natural feature of all real timber due to the composition of the material. Our Goods are manufactured from a combination of different materials therefore there are inevitably some variations. The Company will use all reasonable endeavours to keep variation to a minimum.
9. This guarantee applies only to the original customer and cannot be transferred to any other party.
10. If any faulty or defective Excluded Goods are supplied by the Company it will use its reasonable endeavours to procure that the supplier of those Excluded Goods replace or repair the faulty or defective items.

REPAIRS

11. The Company will at its discretion, repair or if necessary supply replacements at its own cost of all Goods which are or become faulty due to defects in their design, materials or workmanship during the period of this guarantee.

SHOULD YOU NEED TO MAKE A CLAIM:

12. Any claim relating to the Goods within the period of the guarantee must be made in writing directly to the Company at its registered office clearly stating the order number, the details of the Goods at fault, and photographic evidence of the fault.