

Burlanes Guarantee

Burlanes uses traditional manufacturing techniques and the highest quality materials in everything that we do, which means that we can confidently offer a lifetime guarantee for the cabinetry in our kitchens, bedrooms, bootrooms, home offices and interior projects.

Lifetime Guarantee

Lifetime Guarantee: We follow the industry standard; offering first-year parts and labour - after first year parts only.

How Does It Work?

- The guarantee applies to products manufactured by Burlanes.
- Customers should note that wood is a natural material. Please be aware that there is a natural variation of colour and grain in all timbers. Burlanes takes great care in the selection of timber, but cannot guarantee that a small degree of shrinkage or movement will not occur.
- If you experience problems, call your Burlanes design studio and quote your name and we will be happy to discuss any issues.

Terms and Conditions

- Burlanes requires proof of purchase (final invoice is sufficient).
- The product must not have been misused or have been wilfully damaged, neglected or used in abnormal conditions.
- Our products must not be modified, altered or transformed in anyway during installation or after, and repairs must not have been attempted by anyone other than a Burlanes authorised fitter.
- Appropriate maintenance must be carried out in accordance with the manufacturers care instructions.
- If a product has to be replaced and that product is no longer available, Burlanes reserves the right to use an alternative similar product.
- The cost of transportation of goods to be repaired or exchanged is covered within the lifetime guarantee.
- Burlanes will 'supply only', products to be repaired or exchanged, after the first year of the lifetime guarantee.
- The labour required to carry out repairs or exchanges is covered by Burlanes during the first year only.
- Installers must be fully insured, so your installation is covered by them personally, services e.g. Gas, Water and Electrics etc, must be carried out by a qualified personnel.
- Your statutory rights are unaffected.

Covered By Our Lifetime Guarantee

- Our lifetime guarantee must be registered within 3 months of the original purchase date, you can do this by emailing enquiries@burlanes.com
- Once registered our lifetime guarantee starts from the date of delivery.

www.burlanes.com • enquiries@burlanes.com

Burlanes Sevenoaks • 41 Dartford Road • Sevenoaks • Kent • TN13 3TE • Tel: 01732 605 001
Burlanes Chelmsford • 247 Springfield Road • Chelmsford • Essex • CM2 6JT • Tel: 01245 352 557
Registered in England • Company Number 12115881 • VAT Registration 342 118 532

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- The lifetime guarantee is not transferable, and is only valid for the original purchaser at the original installation address.
- The lifetime guarantee only applies where the installation is carried out by an approved or competent fitter.

Exclusions To Our Lifetime Guarantee

- The guarantee does not apply to fair wear and tear, willful damage, accident, negligence by you or any third party.
- The guarantee does not cover any deterioration due to the usual "weathering" process such as fading, cracking and splitting,
- changing colour to interior or exterior appearance, which can happen over time depending on natural light and other factors.
- The guarantee does not apply to water, chemical, liquid and fire damage.
- Products not manufactured by Burlanes, e.g. kitchen appliances, worktops, sinks, drawer runners etc. Please check your aftercare guide to find supplier contacts for your additional items.

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