

OFFICIAL WARRANTY DOCUMENT

Warranty Letter / Warranty Certificate

General Warranty Terms & Conditions

This certificate sets out the general warranty provided by KITWOOD Plus Lebanon (“the Company”) in respect of the products it manufactures and installs. The Company warrants such products against defects in materials and workmanship, subject to the coverage periods, exclusions and conditions set out below.

1 SCOPE OF WARRANTY

The Company shall be responsible for defects only where such defects originate directly from:

- the factory / manufacturing process; or
- the installation carried out by KITWOOD Plus Lebanon’s authorized installation team.

This warranty applies exclusively to defects that are proven to have been caused by original manufacturing defects, or by installation errors attributable to KITWOOD Plus Lebanon. It does not extend to any defect, fault, or damage arising from any other cause.

2 WARRANTY COVERAGE & PERIODS

Subject to the terms of this certificate, the following warranty periods apply, calculated from the date of handover of the relevant project:

- **Locally manufactured kitchens** — 10-year warranty.
- **Locally manufactured wardrobes** — 10-year warranty.
- **Locally manufactured woodworking** — 10-year warranty, applicable only where the item is manufactured directly by KITWOOD Plus Lebanon.

3 CONDITIONS OF COVERAGE

Coverage under this warranty applies only to defects that are demonstrated, upon inspection by the Company, to have been caused by an original manufacturing defect or an installation error attributable to KITWOOD Plus Lebanon. Where a defect cannot be shown to arise from one of these causes, it falls outside the scope of this warranty.

4 PRODUCTS AND ITEMS NOT COVERED

This warranty covers only the locally manufactured kitchens, wardrobes and woodworking produced by KITWOOD Plus Lebanon as set out in Section 2. No other products, items, materials, accessories, appliances, countertops, lighting products, built-in mechanisms, or third-party supplied products are covered under this warranty, unless specifically stated otherwise in writing by KITWOOD Plus Lebanon.

5 EXCLUSIONS

This warranty does not cover, and the Company accepts no liability for, any of the following:

- countertops;
- built-in accessories;
- built-in mechanisms;
- lighting products;
- appliances;
- third-party supplied products, unless covered separately by their own supplier's or manufacturer's warranty;
- mechanisms, hinges, runners, handles, or hardware supplied by third parties, unless separately covered by their own supplier's or manufacturer's warranty;
- misuse;
- improper handling;
- lack of maintenance;
- normal wear and tear;
- damage caused by excessive humidity;
- damage caused by direct sunlight exposure;
- leakage from pipes or plumbing systems;
- water damage;
- impact damage;
- chemical exposure;
- structural movement;
- pest damage;
- fire, flooding, or force majeure events;
- any damage caused by external elements or conditions not related to an original manufacturing or installation defect.

Where third-party supplied products carry their own supplier's or manufacturer's warranty, any claim in respect of those products shall be made directly under that separate warranty.

6 CLAIM PROCEDURE

In the event of a suspected defect, the following procedure shall apply:

- The client must notify KITWOOD Plus Lebanon, in writing, within a reasonable time after the defect is first noticed.
- KITWOOD Plus Lebanon reserves the right to inspect the affected product and/or site before accepting any warranty claim.
- KITWOOD Plus Lebanon shall determine, following inspection, whether the reported issue falls within the coverage of this warranty.

Failure to notify the Company within a reasonable time, or refusal to permit inspection, may invalidate the claim.

7 REMEDIES

Where a defect is inspected and accepted by KITWOOD Plus Lebanon as falling within this warranty:

- The Company may, at its sole discretion, repair or replace the affected defective component or installation item.
- This warranty does not imply any right to refund, monetary compensation, or liability for indirect, incidental, or consequential damages, except to the extent required by applicable law.

The chosen remedy of repair or replacement shall constitute full and final settlement of the accepted claim.

8 GENERAL

This warranty is provided by KITWOOD Plus Lebanon in respect of products it manufactures and installs and is valid for the applicable period stated in Section 2. It does not affect any statutory rights that the client may have under applicable law.

Issued by KITWOOD Plus Lebanon