

## Frequently Asked Questions

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### Can I change my order?

- Cancellations and amendments can only be made if order is not in production/picking.

### When will I receive my delivery?

- Please see our delivery information page for lead times and carriage costs.
- Rigid Kitchen orders will be delivered by TDL.
- Flatpacked Kitchen orders will be delivered by DX Freight.

### What should I do to report a damaged item?

- Any claims must be sent to us within 5 working days of receiving your order. Please email [customerservices@kitchenkit.co.uk](mailto:customerservices@kitchenkit.co.uk) If you have an image, please include this. Your claim will be dealt with within 2 working days.
- Upon delivery it is your responsibility to inspect the products, any defect, fault, shortage or error must be reported to us within 5 working days.
- Transit damage claims will only be honoured if the proof of delivery has been signed for as DAMAGED, if you are unable to sign please ask the driver to mark the POD as damaged. Please then email us as soon as possible to report the damage.

### Can I return my order?

- Made to measure goods cannot be returned.
- Returns must be approved by Customer Service – any goods returned without prior agreement will be disposed of and no credit given.
- Returns must be made at your arrangement and cost. We will not accept any responsibility for any damages that may occur in transit.
- Goods returned will be inspected by our quality team. If the goods can be booked back into stock we will issue a full refund. Products returned after the cooling off period (seven days) will be subject to a 25% restocking fee (minimum charge £25).

### What guarantee do I get?

- We offer a warranty of 6 years from date of purchase, this warranty does not cover:
  1. Fair wear and tear.
  2. Accidental damage or negligence.
  3. Products placed near heat sources such as ovens, radiators, grills, boiling kettles, toasters etc. are not covered by the guarantee unless protected by suitable heat strips, and a suitable gap left for heat escape.