



## KINEDO 10-YEAR WARRANTY – KINEWALL

Kinedo Kinewall panels are covered by a 10-year product warranty that covers the structural integrity of the panels and that the product will remain watertight when installed in accordance with our installation instructions.

Kinedo Kinewall panels are covered by this warranty from the date of installation and is not transferable.

The Kinedo Kinewall warranty does not cover failure of the product due to:

- Transport and handling
- Accidental damage
- Normal wear and tear such as minor surface scratches
- Installation not carried out in accordance with our installation instructions
- UV damage caused by direct sunlight
- Use of unsuitable cleaning products or processes
- Incorrect storage
- Alterations, modifications, and use of the product not in accordance with the installation instructions
- Unauthorised repairs

Warranty claims need to be raised in the first instance at the original point of purchase. In the event that the business who supplied the goods is no longer in operation, a warranty claim may be made directly to Kinedo by an end user within the warranty period.

Warranty claims need to be supported with proof of purchase.

Kinedo may request photographs to support the warranty claim and in some circumstances an on-site inspection may be required to assess the claim. A call out fee of £250 ex VAT is payable to Kinedo at the time of booking a Kinedo engineer's appointment and is fully refundable in the event of a successful warranty claim.

In the event of a successful warranty claim, Kinedo will replace the panels in the same design (if not available, an equivalent design). This warranty does not include any labour cost associated with the replacement of the products covered or any consequential charges, damages or losses. The warranty period is not extended in the event of replacement.

This warranty is subject to change and the warranty in place at the time of purchase will apply. This warranty does not affect any statutory rights.

## KINEDO RETURNS POLICY - KINEWALL

Kinedo Kinewall products are supplied in accordance with the published specifications.

### Return of products no longer required (surplus to requirements):

- Items that have been ordered and are no longer required may be returned at the discretion of Kinedo
- No item will be accepted for return if it is not in the original packaging and the condition in which it was delivered
- Photographs may be requested to assess the condition of goods prior to agreeing a return
- No item will be accepted for return if it is not in a saleable condition
- All packaging and security seals must be intact
- A return request must be made within 2 working days of the delivery date
- The Kinedo restocking charge is 25%
- Carriage charges will be applied if Kinedo is arranging transportation
- Standard Carriage - £40
- Remote Postcodes - £50
- Refunds will be processed once the returned goods are received back by Kinedo and confirmed to be in a saleable original condition
- Refunds will be processed within 30 days
- Bespoke Kinewall panels are non-returnable

### Return of faulty goods:

- The Kinedo warranty applies
- Claims to be raised by email to [info@kinedo.co.uk](mailto:info@kinedo.co.uk)

Kinedo accepts no responsibility for items lost or damaged in transit while being returned. It is recommended that customers obtain a certificate or posting, consider using a signed for service and take photographs showing the condition of goods.

This returns policy is subject to change and the policy in place at the time of purchase will apply. This does not affect any statutory rights.