



Our Warranty

Thank you for purchasing from Creative Homes (Scotland) Limited. All our cabinets are made with love at the highest of quality standards in our factory in Glenrothes, Scotland, if used properly for their intended purpose, you should enjoy many years from our product.

We are so confident in the quality of our cabinets that we offer you a Lifetime Warranty on Cabinets manufactured by us and its components including Hinges, Shelf Pegs, Legs and Drawer Boxes. The details of this warranty is stated below and overleaf in our Warranty Terms and Conditions which are a supplement to our standard Terms and Conditions available on our website.

This warranty is granted in addition to your other statutory rights.

The Warranty period for the products purchased by you from us varies as stated below:

- All Cabinets manufactured by Creative Homes are covered by our Lifetime Warranty.
- Cabinet components including Hinges, Shelf Pegs, Legs and Drawer Boxes are covered by our Lifetime Warranty.
- Our Doors and Drawer Fronts are supplied with a 5 Year Warranty, covering material or manufacturing.
- Our Laminate and Krion Worktops are covered by a 10 Year Warranty, covering material or manufacturing defects.

Guarantee on Cabinets, Doors, Drawer Fronts, Laminate Worktops does not cover defects arising from incorrect installation and or workmanship.

- In the unlikely event that you will need to make a guarantee claim on any of the products purchased for your project such as appliances, taps, sinks, drawer inserts etc, you will need proof of purchase. You will then need to contact the manufacturer directly to report the fault. You may be required to provide your original proof of purchase or the product serial number.
- Individual products may carry extended manufacturers guarantee or warranty, which are detailed on the manufacturer's own websites.

It is your responsibility to register your warranties, by completing your warranty registration below for Cabinets and Doors, Laminate and Krion Worktops, Hinges, Legs, Shelf Pegs, Drawer Boxes and by following the manufacturer's instructions for appliances, sinks, taps, drawer inserts etc.

Other than in the case of Dekton and Silestone Work Surfaces, where we will register your warranty for you which covers you for a period of 25 Years.

To register your Creative Homes product warranty please visit creativehomesscotland.co.uk/warranty

The following information is required:

Purchaser Full Name, Email Address, Home Address, Post Code, Product, Date of Purchase, Purchase Price

You are responsible to submit this registration within 6 months of your delivery.

Warranty Terms and Conditions

1. The warranty guarantees that our cabinets will be free from faults or defects in manufacturing and materials for a Lifetime and doors of 5 years.
2. The warranty only applies:
 - a. to cabinets and doors manufactured by Creative Homes (Scotland) Limited. It does not apply to, for example, worktops, accessories or appliances. If you are unsure as to what is meant by “cabinets” please speak to a member of our team who will be able to clarify the position for you;
 - b. to the person who purchased the cabinets and doors. The Warranty is not transferrable to any other person.
 - c. to individuals who purchased the cabinets and doors as a consumer for private use, not to businesses, companies, partnerships or sole traders;
 - d. to cabinets and doors used entirely within a domestic environment for personal use, not to cabinets put into and used within business premises, place of work, rental properties, student properties or similar;
 - e. to cabinets and doors used within the environment intended by their design, for example kitchen cabinets used within a kitchen and not kitchen cabinets used in, for example, a garage;
 - f. to cabinets and doors used and installed in accordance with any guidelines provided by Creative Homes (Scotland) Limited;
 - g. where the purchaser of the cabinets has validated the warranty in accordance with paragraph 4 below;
 - h. to cabinets purchased and used within the United Kingdom.
3. The warranty does not cover:
 - a. items purchased by you from Creative Homes (Scotland) Limited which are manufactured by another manufacturer;
 - b. damage caused or contributed to by poor, faulty or incorrect use, installation or maintenance;
 - c. damage caused or contributed to by events outside Creative Homes (Scotland) Limited’s control including but not limited to Acts of God, fire, explosion, contact with corrosive matter, extreme weather conditions, flood, vandalism, soiling, misuse, abrasion, improper storage following delivery, rot and/or infestation following delivery, leaks (or similar incidents), damage due to non-domestic use;
 - d. damage or colour deterioration caused or contributed to as a result of normal wear and tear;
 - e. damage caused or contributed to by alterations or repairs other than those carried out by Creative Homes (Scotland) Limited;
 - f. damage caused or contributed to by the removal of the cabinets following initial installation;
 - g. damage caused or contributed to by wilful damage, abuse, mistreatment, negligence, abnormal storage or environmental conditions;
 - h. damage caused or contributed to by household animals and misuse by children.
4. To validate the warranty, you must:
 - a. fill in the registration card provided with the cabinets and doors; and
 - b. register the warranty covering the cabinets and doors within 6 months of delivery of the cabinets by following the instructions on the registration card.
5. To make a claim under your warranty you must contact Creative Homes (Scotland) Limited’s customer relations team at warranty@creativehomesscotland.co.uk or Creative Homes (Scotland) Limited, 3 Faraday Road, Glenrothes, Fife, KY6 2RU.
6. Following the filing of a claim Creative Homes (Scotland) Limited will investigate the claim and if we believe there is a defect or fault covered by the warranty, we will at our option either repair the defective cabinet (or part), or replace the defective cabinet (or part).
7. Please note that we will not deal with or pay for the removal of defective cabinets (or parts) and it is your responsibility to collect replacement items from a Creative Homes (Scotland) Limited.
8. Installation of any repaired or replacement cabinet or cabinet part will not be Creative Homes (Scotland) Limited’s responsibility.
9. If you do not allow the Creative Homes (Scotland) Limited’s representative to review the cabinet or door which is subject to the warranty claim you will invalidate the warranty in respect of that claim.
10. Any repaired or replacement cabinet parts shall be guaranteed on the terms of this warranty for the unexpired portion of the warranty period only.
11. This warranty is non-transferrable and is personal to the original purchaser as shown on the invoice.
12. This warranty is subject to the jurisdiction of the courts of Scotland, and any dispute or claim arising out of, or in connection with it or its subject matter, shall be governed by, and construed in accordance with Scottish law. Creative Homes (Scotland) Limited is a company registered in Scotland under company number SC706351 and with our registered office at 3 Faraday Road, Glenrothes, Fife, KY6 2RU.

In the event you are unable to register online, write to us with the requested information at:

Creative Homes Scotland
Warranty Department
3 Faraday Road,
Glenrothes,
Fife, KY2 6AB