

# MGB JOINERY

## PRODUCT WARRANTY & CARE GUIDE



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# WELCOME

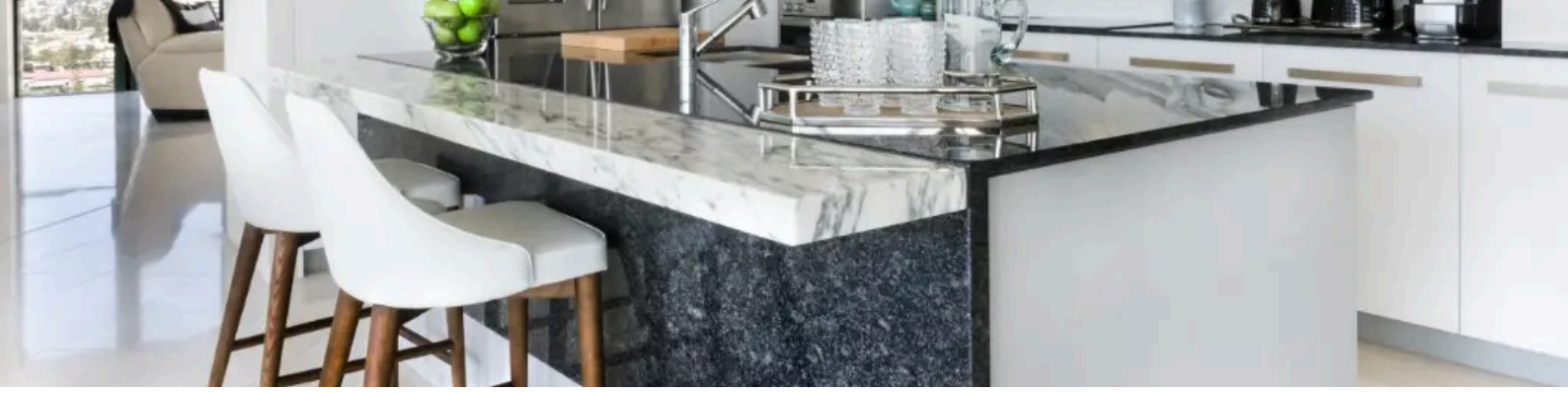
## MGB JOINERY'S WARRANTY AND CARE GUIDE

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At MGB Joinery, we believe in the quality and durability of our craftsmanship. Our products are designed to provide you with years of reliable service and timeless beauty. To back this up, we offer a comprehensive warranty and care guide to help you maintain your joinery and understand your warranty coverage in detail.



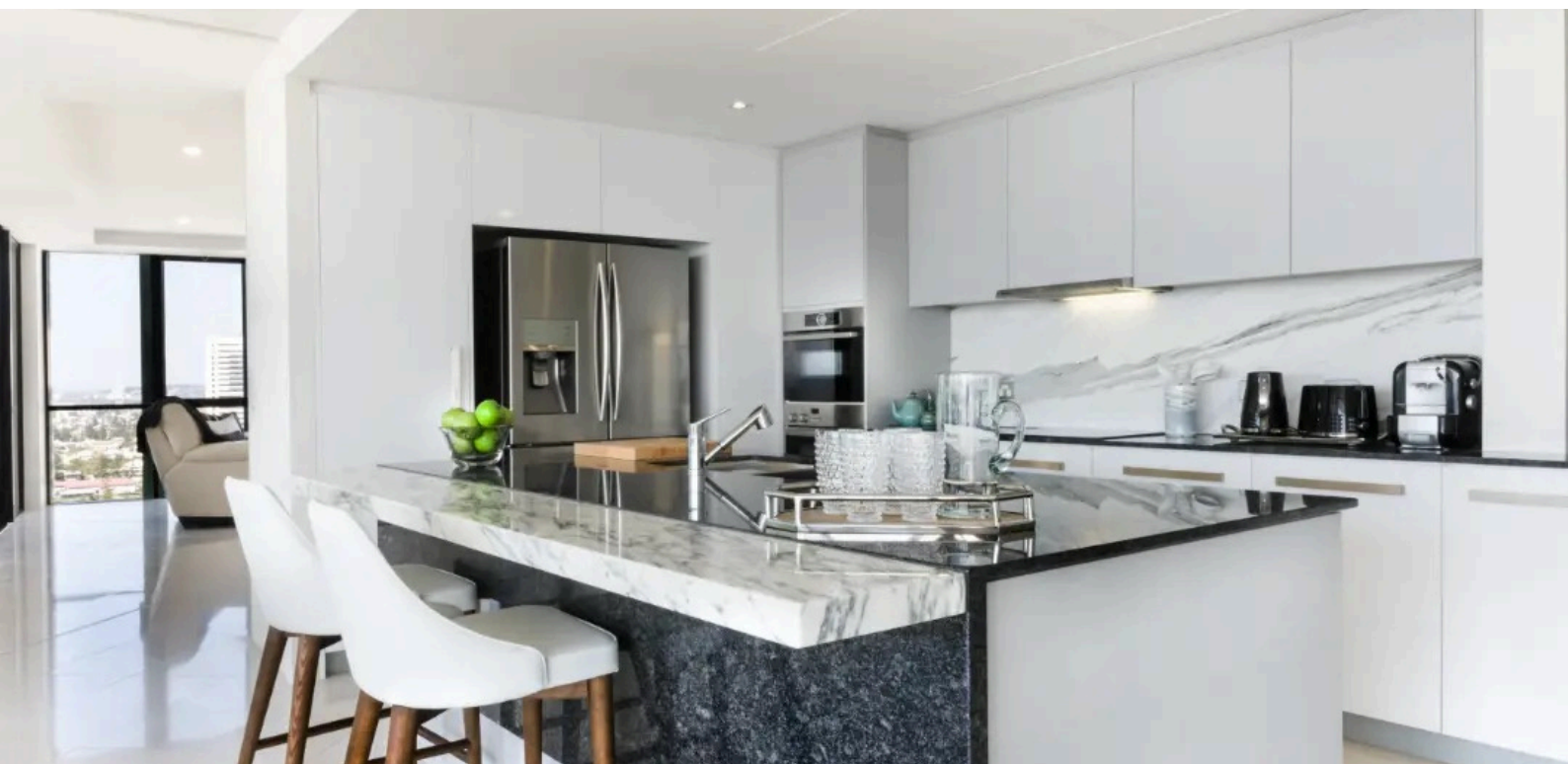




# UNDERSTANDING OUR WARRANTY COVERAGE

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Our warranty reflects our commitment to quality. It's designed to protect you from defects in materials and workmanship, safeguarding your investment in MGB Joinery products.



# WHAT DOES OUR WARRANTY COVER?

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Our warranty is extensive, covering a wide range of products and components:

1. **Cabinetry:** This includes kitchen cabinets, bathroom vanities, and custom storage solutions, covering both the structural integrity and finish of the doors, drawers, and frames.



2. **Benchmark:** Whether you've chosen laminate, stone, or timber, our warranty ensures your benchtop remains free from defects related to materials or installation.

3. **Hardware Components:** Hinges, drawer slides, and other moving parts are essential for smooth operation, and we cover these under a lifetime warranty.



# WHAT IS **NOT** COVERED BY OUR WARRANTY?

While we strive to cover as much as possible, certain situations are outside the scope of our warranty:

## **Improper Use or Installation:**

- Elf cabinets are used as ladders or benchtops are exposed to heavy impact or improper installation by a third party.



## **Natural Wear and Tear:**

- Example: Minor surface scratches, fading due to prolonged exposure to sunlight, or the natural aging of timber.

## **Environmental Damage:**

- Example: Damage caused by excessive moisture, heat, or direct sunlight, leading to warping, discoloration, or cracking.

## **Unauthorized Repairs or Modifications:**

- Example: Repairs or alterations made by anyone other than MGB Joinery or our authorized service partners, may affect the product's performance.



# DURATION OF WARRANTY COVERAGE

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We offer different warranty periods depending on the product:

1. Cabinetry: 10-year warranty from the date of installation. This covers structural integrity, door alignment, and the finish of the cabinetry.
2. Benchtops:
  - Stone: 5-year warranty covering structural defects and issues related to installation.
  - Laminate/Timber: 3-year warranty covering warping, delamination, and installation defects.
3. Hardware: Lifetime warranty on moving parts such as drawer slides and hinges, ensuring they remain functional for the life of the product.



Each warranty is activated from the date of installation, so it's important to retain your proof of purchase and installation documents.



# STEP-BY-STEP GUIDE TO MAKING A WARRANTY CLAIM

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If you encounter an issue that you believe is covered under our warranty, here's a step-by-step guide to help you through the process.



# STEP 1 IDENTIFY THE ISSUE

Before making a claim, ensure that the problem you're experiencing is covered under our warranty:

**Check for Common Issues:** Review our warranty terms to confirm that the issue is related to defects in materials or workmanship and not due to wear and tear or misuse.

**Gather Evidence:** Take clear photos of the defect and note any relevant details, such as when you first noticed the problem.



# STEP 2 CONTACT MGB JOINERY

Once you've identified a potential warranty issue, reach out to our customer service team:

**Call or Email:** Contact us via phone number or email address. Be ready to provide your proof of purchase, the date of installation, and a description of the problem.

**Submit Your Claim:** We'll ask you to submit the photos and any other relevant documentation. This helps us assess the issue quickly.



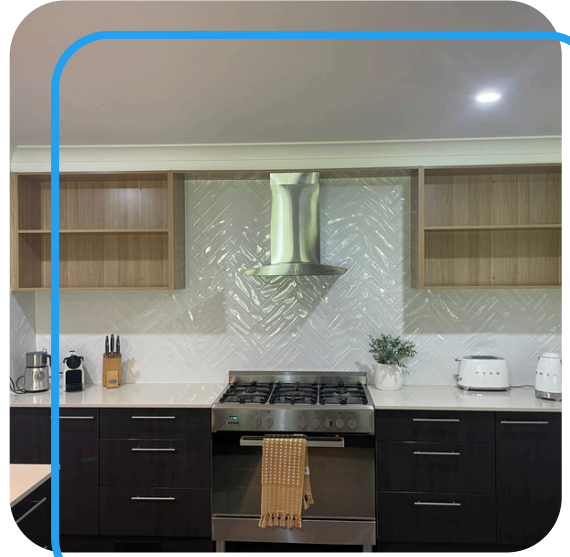


# STEP 3 SCHEDULE AN INSPECTION

If necessary, our team may schedule an on-site inspection to assess the issue:

**Inspection Appointment:** We'll coordinate with you to set up a convenient time for one of our service technicians to visit your home.

**Assessment:** During the visit, the technician will evaluate the defect, taking notes and additional photos if needed to confirm the warranty claim.

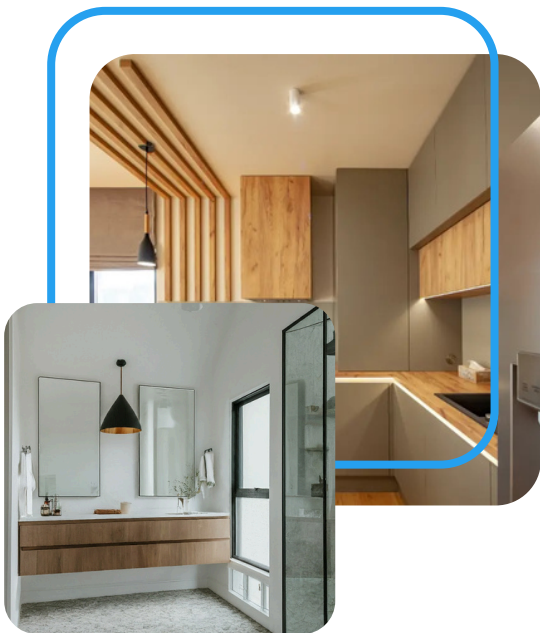


# STEP 4 RESOLUTION OF THE CLAIM

Based on the inspection, we will determine the appropriate resolution:

**Repair or Replacement:** If the issue is covered under warranty, we will either repair the defective component or replace it at no cost to you.

**Notification:** You will be informed of our decision and the next steps, including the estimated timeline for completing the repair or replacement.



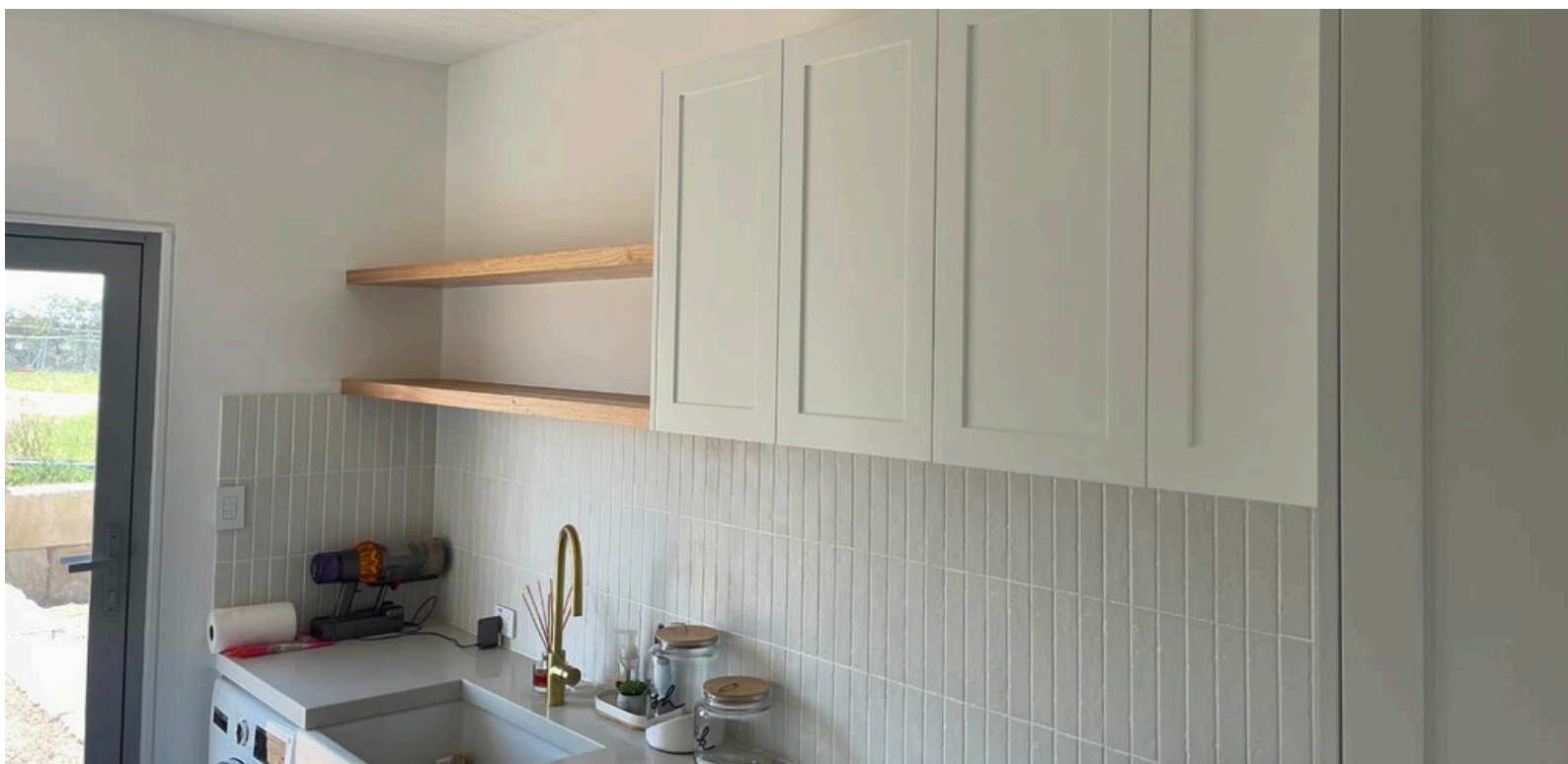


# COMPREHENSIVE

## PRODUCT CARE AND MAINTENANCE

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Proper care is essential to maintaining the beauty and functionality of your MGB Joinery products. Below, we outline detailed instructions for daily care, long-term maintenance, and preventing common issues.



# DAILY CLEANING AND CARE

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Keeping your joinery clean on a daily basis is simple and straightforward:

## Cabinets and Drawers:

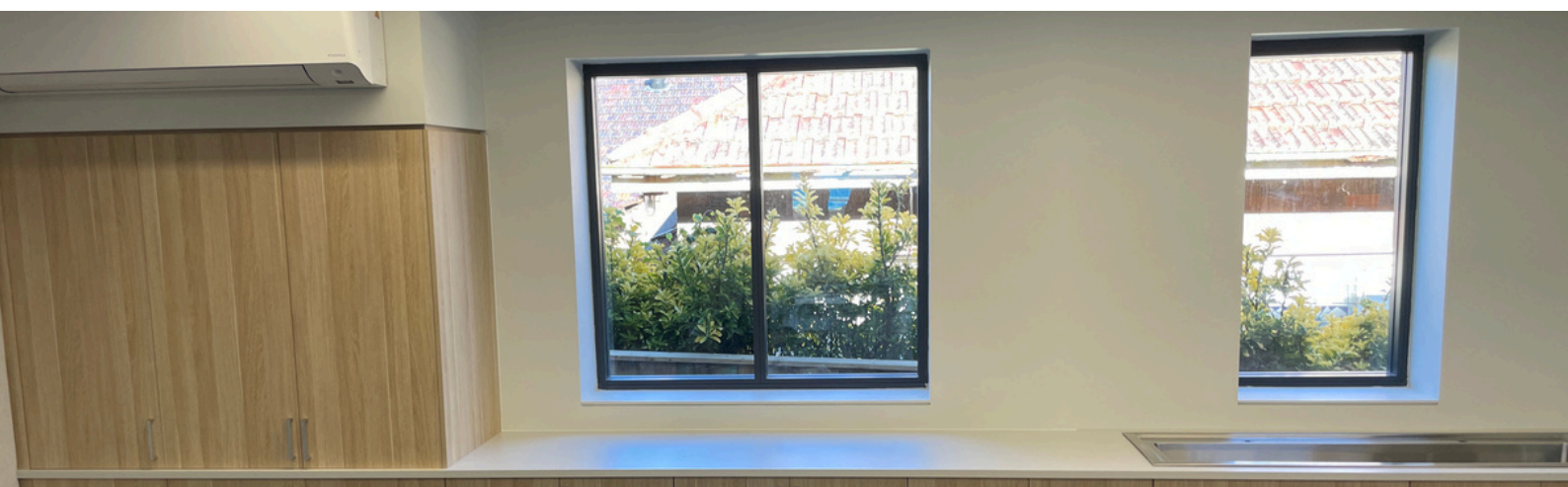
- **Cleaning:** Wipe down with a soft, damp cloth and mild dish soap. Avoid using abrasive cleaners or scrub pads.
- **Dry Immediately:** After cleaning, dry surfaces with a soft, dry cloth to prevent moisture absorption.

## Benchtops:

- **Laminate:** Clean with a mild detergent and warm water. For tougher stains, use a non-abrasive cleaner and a soft cloth.
- **Stone:** Use a pH-balanced cleaner specifically designed for stone surfaces. Avoid acidic or abrasive products that could etch the surface.
- **Timber:** Dust regularly with a soft, dry cloth. For deeper cleaning, use a wood-specific cleaner.

## Hardware:

- **Lubrication:** To maintain smooth operation, apply a small amount of silicone spray to drawer slides and hinges every 6-12 months.
- **Tightening Screws:** Periodically check and tighten screws on hinges and handles to ensure they remain secure.





# LONG-TERM MAINTENANCE TIPS

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To keep your joinery looking and functioning like new, follow these long-term maintenance practices:

## Timber Surfaces:

- **Conditioning:** Apply a timber conditioner or polish every 6-12 months to prevent the timber from drying out and cracking.
- **Avoid Direct Sunlight:** Prolonged exposure to direct sunlight can cause timber to fade. Use window treatments to protect your joinery.

## Laminate Surfaces:

- **To avoid Heat Exposure,** Do not place hot pots or pans directly on laminate surfaces. Always use trivets or heat-resistant pads.
- **Prevent Moisture Damage:** Wipe up spills immediately, especially around seams and edges, to prevent moisture from seeping in.

## Stone Benchtops:

- **Sealing:** Granite and marble benchtops should be sealed once a year to protect against stains and moisture.
- **Avoid Acidic Spills:** Wipe up acidic substances like vinegar, lemon juice, or wine immediately to prevent etching.

# LONG-TERM MAINTENANCE TIPS

Proactive care can help you avoid common problems and extend the life of your joinery:

## Moisture Control:

- Ventilation: Ensure kitchens and bathrooms are well-ventilated to prevent moisture buildup. Consider using a dehumidifier if necessary.
- Protection: Use mats or trays under plants or appliances that could leak water, such as coffee makers or dish racks.



## Heat Protection:

- Trivets and Mats: Always use heat-resistant trivets or mats under hot items to prevent heat damage to benchtops.
- Appliance Placement: To prevent warping, keep appliances that generate heat, like toasters and kettles, away from cabinet edges.

## Handling and Usage:

- Gentle Handling: Avoid slamming cabinet doors and drawers. If available, use soft-close features to prevent damage over time.
- Weight Distribution: Do not overload cabinets or drawers. Distribute weight evenly to prevent sagging or misalignment.

# DOWNLOAD

## OUR FULL WARRANTY AND CARE GUIDE

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For a detailed overview of our warranty coverage and care instructions, download our complete guide. This resource includes everything you need to maintain your MGB Joinery products for years to come.

## CONTACT US FOR SUPPORT

If you have any questions about your warranty or need further assistance with care and maintenance, don't hesitate to reach out to our team.

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# FREQUENTLY ASKED QUESTIONS

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## How Do I Know If My Product Is Covered Under Warranty?

Your product is covered if it falls within the warranty period and the issue is related to a defect in materials or workmanship. For specific details, refer to our warranty coverage section or contact our customer service team.

## Can I Extend My Warranty Coverage?

Currently, we do not offer warranty extensions. However, proper care and maintenance can significantly extend the life of your products.

## What Should I Do If My Benchtop Gets Scratched?

For minor scratches on laminate, use a repair kit specifically designed for laminate surfaces. For stone, you may need a professional to polish out the scratch. Always avoid abrasive cleaners to prevent further damage.

