CRAWFORD BESPOKE INTERIORS

15-year guarantee

FITTED FURNITURE & CRAFTSMANSHIP

A straightforward promise to stand behind the furniture we make and install.

OUR PROMISE

For 15 years from completion, we will put right covered faults in structural fitted cabinetry or our installation workmanship. Supplied and fitted moving hardware has a separate 5-year guarantee. Covered repairs, necessary parts and reasonable access visits are free.

01 15 YEARS

Structural cabinetry, shelves, panels and joints we supplied, plus faults caused by our fitting or fixing.

02 5 YEARS

Mechanical failure of hinges, drawer runners, lift mechanisms and catches we supplied and fitted.

WHAT IS OUTSIDE THIS GUARANTEE

Normal wear and cosmetic ageing; misuse or customer-caused damage; problems caused by leaks, persistent damp, excess heat or building movement; and product failures in lighting, fireplaces, appliances and other electrical items. The full terms explain the limits and your rights.

NEED HELP WITH YOUR INSTALLATION?

Contact us at crawfordbespokeinteriors.co.uk/contact-us/. Include the installation address, approximate completion date and photos if possible. This guarantee can pass to a later owner of the original property.

THE DETAIL

Guarantee terms

1 / COVER, PERIOD & ELIGIBILITY

This free guarantee is given by Crawford Bespoke Interiors Ltd for bespoke fitted furniture we supply and install in the United Kingdom. The periods below run from the practical completion date on the final invoice or handover record. Cover stays with the original installation at its original address and may be claimed by the original customer or a subsequent homeowner with reasonable evidence of the installation. These terms apply to projects for which this version of the guarantee forms part of the agreed documents or is supplied at handover. Earlier guarantees already given remain subject to their own terms.

2 / 15-YEAR CABINETRY & WORKMANSHIP COVER

Under normal domestic use, we cover failures in the structural integrity of cabinetry, shelves, fitted panels and joints we supplied, where caused by defective materials or workmanship. We also cover a fault caused by our fitting or fixing. A change in taste or appearance alone is not a covered fault.

3 / 5-YEAR MECHANICAL HARDWARE COVER

For five years we cover mechanical failure of hinges, drawer runners, lift mechanisms, catches and similar functional hardware we supplied and fitted, where the failure is due to a defect in that hardware or our fitting. The 15-year period does not extend the separate five-year cover for hardware product failure. A fault caused by our installation may still fall under the workmanship cover.

4 / HOW WE PUT THINGS RIGHT

We will assess a reported issue and, if it is covered, repair or replace the affected part. If the original item is unavailable, we may use a reasonably comparable alternative. Necessary parts, labour and reasonable access visits for a covered repair are free. We will arrange the work within a reasonable time and keep you informed about any parts that need ordering. Repair or replacement does not restart the original guarantee period.

5 / EXCLUSIONS

This guarantee does not cover accidental or deliberate damage, misuse, overloading, unauthorised alterations or third-party repairs; ordinary wear and tear, scratches, chips, dents or changes in colour from normal use, sunlight or ageing; damage caused by leaks, persistent moisture, excess heat or unsuitable cleaning products; or building movement and defects in existing walls, floors or structures. An exclusion applies only where it caused the issue claimed.

6 / ELECTRICAL & OTHER PRODUCTS

Fireplaces, TVs, appliances, LED strips, drivers, remotes, controls and customer-supplied products have no separate cover under this document for product failure. Applicable manufacturer warranties may provide additional cover. If a fault was caused by our installation of an item, the workmanship cover may apply. Your legal rights against us for goods or services we supplied are unaffected.

7 / MAKING A CLAIM

Contact crawfordbespokeinteriors.co.uk/contact-us/ with your name, the installation address, a description of the issue and photos if possible. An invoice or handover record helps; we can also check our records. Please allow reasonable access for inspection and remedial work. We will explain any decision that an issue is outside this guarantee and agree the cost of any optional repair before carrying it out.

YOUR LEGAL RIGHTS

This guarantee is in addition to, and does not affect, your statutory rights under the Consumer Rights Act 2015 or any other remedy available by law.

Guarantor: Crawford Bespoke Interiors Ltd | 8 Walton Road, Bromsgrove, Worcestershire B61 0EA
Territory: United Kingdom | Contact: crawfordbespokeinteriors.co.uk/contact-us/