

Additional information for Built in Microwave Ovens

We will make reasonable endeavours to put your new appliance in place including plugging it in or return your repaired appliance to its original place. In some circumstances, where we find mains services to be unsuitable for safe disconnection and connection or where some level of remedial works are required, we reserve the right to not carry out these services. We are unable to disconnect or connect hard wired appliances, to rewire plugs, to 'customise' fittings and fixtures or to dismantle or change any furniture.

We regret that we are unable to un-install or install integrated or semi-integrated appliances, this includes appliances that have an integrated kitchen cabinet door front. We can take away your old integrated appliance for disposal providing that it has been disconnected from all mains supplies and that it is removed from its niche and has no fixings or furniture attached to it.

In circumstances where the unit cannot be accessed or removed due to the way the unit has been installed, we may be unable to provide any form of warranty repair. If this happens, we may ask for the unit to be freed by you or your kitchen installer before repairs can be carried out. If this is not possible then we will be unable to inspect and/or repair the unit.

What is not covered?

1. Transit and delivery damage. Cabinet or appearance parts, including but not limited to control knobs, flaps and handles.
2. Accessories and/or consumable items, including but not limited to, trays, filters and light bulbs.
3. Repairs necessary as a direct or indirect result of: Accidental damage, misuse or abuse of a product.
4. An attempted repair of a product by anyone other than an Approved Engineer
5. Installation or use of a product where such installation or use fails to meet the requirements contained in this guarantee or the User Instructions Booklet.
6. Repairs to a product operated at any time on commercial or non-residential household premises.

Important Notes

Your product is designed and built for domestic household use only.

The guarantee will automatically be void if the product is installed or is used in commercial or non-residential domestic household premises, unless we have previously agreed to the installation environment.

The product must be correctly installed, located and operated in accordance with the instructions contained in the User Instructions Booklet provided with your product.

Professional installation by a qualified Electrical Domestic Appliance Installer is recommended for all Electric Cookers (as incorrect installation may result in you having to pay for the cost of repairing the product (unless we have previously agreed to the installation environment)).

The area around the product must be easily accessible to the Engineer without the need for cabinets or furniture being removed.

It is your responsibility to ensure our Engineers have a clean and safe environment to carry out any repairs.