

# Essential Information about your Haus12 Kitchen

This document covers information to help you understand what happens next - your payments, delivery, installation, completion and warranties

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## YOUR KITCHEN ORDER

### Kitchen Deposit

The deposit is 25% of the value of your order and is due on ordering your kitchen. We may ask you to pay an initial holding deposit until your order is finalised at which point the remaining deposit balance is due.

### Sales Contract/Order Form

We ask you to sign a sales contract to confirm your kitchen order. Please read the terms and conditions overleaf. This contract will outline your payment instalments.

### Customer Pack

Your customer pack will include a kitchen and fitting schedule (if applicable) along with a copy of your plan and service diagrams if required. We will include information and advice on preparing for your kitchen delivery/installation.

### Kitchen Schedule & Fitting Schedule

The kitchen schedule and fitting schedule (if applicable) will outline the specification of your kitchen including worktop and appliances or any additional work including flooring and building work. We reserve the right to change the specification in the case of discontinued or unavailability of goods/materials. We will endeavour to supply the equivalent or better in such cases.

### Additional goods/work

Any additional goods or labour not specified in your kitchen Sales Contract/Schedules will be subject to separate costs. On no account should payment for goods already supplied be delayed awaiting delivery of additionally ordered goods/works.

## PREPARING FOR DELIVERY

### Pre-delivery Balance

After your kitchen is dispatched from Germany, you will receive notification of delivery arrangements to the installation address. Prior to delivery into the UK, the pre-delivery payment is required. The pre-delivery balance is due 7-10 days prior to the kitchen furniture home delivery. You will be sent a reminder of the amount, due date and any provisional delivery/installation dates.

Delivery/installation may be delayed until the pre-delivery balance is received in full. Additional charges for furniture storage and labour may be incurred should the installation be delayed by the customer. For contracts including installation, this balance is the remaining balance less the final balance of £150 due after Completion. For supply only contracts, this is your final payment.

### Delivery

We will confirm any delivery dates with you in advance. Once your kitchen is ordered from Germany we cannot delay delivery into the UK. If you need to delay your kitchen delivery you will incur additional UK storage costs. Larger appliances may require a home delivery service to be arranged separately.

It may be necessary to deliver your kitchen a few days before installation and we ask that a clean, dry and secure area (garage or another room) be set aside for storage of your kitchen while preparation work is carried out in the kitchen.



**PLEASE NOTE RESPONSIBILITY FOR INSURANCE PASSES OVER AT THE POINT OF DELIVERY**

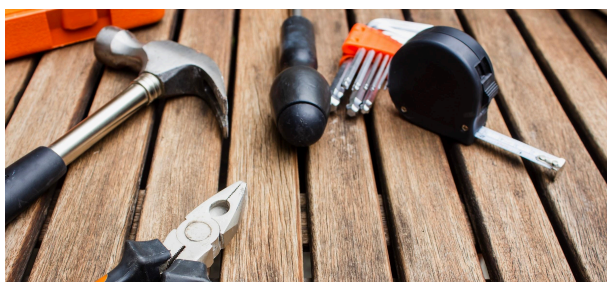
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All goods supplied will remain the property of Haus12 until full payment is received.

**Removal of your old kitchen**

If your contract includes dismantling your old kitchen, ensure that all drawers and cupboards are empty. Remove any small electric appliances and ensure that the old fridge is empty and defrosted. If you have a kitchen carpet, please remove it. If you have another use for your existing kitchen our fitters will, if asked, remove such items with all due care but we cannot guarantee their final condition. It is the customer's responsibility to place items to be retained in a safe place.

**INSTALLATION OF YOUR KITCHEN**



**Installation**

If your contract includes installation, we will confirm your installation date in advance.

The installation team will need access. If you are working or on holiday you must arrange for a key holder to act on your behalf and advise your Haus12 studio of this.

If you need to delay or cancel the delivery/installation date, e.g. due to overrunning buildwork, you must notify Haus12 as soon as possible. We reserve the right to charge an additional 50% of the installation and any storage costs if we are not notified of a delay/cancellation at least 8 weeks prior to the agreed installation date. If delay occurs you may incur additional UK storage costs.

**Worktop Installation**

Natural and engineered stone worktops are supplied and fitted by stone fabrication contractors. Installation is carried out in two parts - templating and fitting. Templating involves on-site precise and accurate measurements once cabinetry is in place. It's beneficial if you are on-site for this template survey as the final location of hob/sink and tap cut-outs need to be agreed. Fitting takes place after stone fabrication which typically takes 7 -14 days. Please note on fitting

day - worktops should not be used or touched for 24 hours to allow the adhesives to cure and set.

These are bespoke made to order products. Showroom samples of natural stone worktop products are for illustrative purposes only. Although every effort to display the colour and texture of materials accurately, we cannot guarantee that samples accurately reflect the colour or texture or appearance of the finished worktop. Your worktop may vary slightly from samples.

We cannot give refunds for, replace, or allow you to reject the worktop which has been supplied to you in accordance with the manufacturer's acceptable tolerances, measurements, plans, specifications, choices, and other details you gave us unless the worktop material is faulty.

**Dry Fit Installation**

A dry-fit installation consists of the installation of cabinets and worktops with sink, taps, appliances but with final connections to services and any other supplementary works undertaken by Customer's other appointed trades.

**Fitting work not carried out by Haus12**

Where the contract is on a supply only basis it is the customer's responsibility to ensure that any fitting or preparation work not carried out by Haus12 is done strictly in accordance with the plan and specification.

Haus12 cannot accept responsibility or offer any warranty in respect of work not carried out by us. We cannot indemnify the customer against any additional costs incurred due to work contrary to the specification.

Where preparation work is to be done by fitters other than Haus12 fitters, it is important that electrical, gas and water services, waste outlets, etc. are in the appropriate places. In particular, horizontal pipe runs should be within 100 mm of the floor level, stop cocks and electrical sockets must not be positioned behind appliances, and tails should be left for appliance sockets so that these can be installed in adjacent cupboard units. Waste pipes should not be placed behind appliances unless the worktop is at least 650 mm deep.

## DURING INSTALLATION

Here are some practical guidelines for making the installation process as smooth as possible.

Your home will be disrupted periodically during installation when mains services are interrupted. Your cooking and heating facilities are temporarily disrupted. A little forward planning will minimise any inconvenience. Hot water and central heating supplies may be affected. Remember to switch your gas central heating off when the water supply is cut! Plan baths, showers and laundry outside the installation team's working hours. Plan shopping and cooking. Gradually rundown food stocks before work begins, don't fill the fridge and freezer the day before installation. Haus12 installation teams take great care to respect your home and always clean up afterwards.

If you have pets, arrange for them to be supervised or confined to another part of the house as exterior doors will need to be left open to allow the fitter access during the installation.

Explain to children in your home what is happening and for their own safety, keep them away from the installer's tools and work areas.

If you have any concerns which may affect your installation please contact Haus12 Interiors in good time before work commences and every effort will be made to accommodate your requirements.

### Installation timescales

For the benefit of all we will do our best to keep to the estimated dates. Due to the nature of the work a firm starting date cannot be guaranteed until 48 hours beforehand.

Worktops like quartz, solid surfaces and granite are produced from a template which can only be made after the base units have been fitted. These worktops are therefore usually fitted 7-10 days after initial installation.

Every endeavour is made to install your kitchen as quickly as possible and to schedule. However it is vital that the work is thorough and accurate. Rushing jobs to keep to schedule may impair the function of your kitchen.

### Waste packaging disposal

Haus12 will dispose of any packaging waste from the installation and provide a skip where necessary.

### WEEE Regulations & Recycling

As a responsible retailer, we have met the requirements placed on us by Waste Electrical and Electronic Equipment Regulations 2013 by financially supporting the national network of WEEE recycling centres established by local authorities. This is achieved through membership of the national Distributor Take-back scheme (DTS) and is the method of compliance for the vast majority of UK retailing.



Did you know you can recycle your electrical and electronic devices for free at your [local recycling centre](#)? If you have unwanted electrical items that are safe and in good working order, they may be donated.

For more information on WEEE recycling and to locate your nearest recycling centre please visit [www.recycle-more.co.uk](http://www.recycle-more.co.uk) or [www.recycleyourelectricals.org.uk](http://www.recycleyourelectricals.org.uk)

### Additional works

The plan, specification and quotation are on the basis that the fabric of the kitchen is in sound condition and that the walls and floor levels are within acceptable tolerances. If unforeseen issues are discovered during installation and additional work is necessary to effect a satisfactory installation these works will be quoted separately unless the issue is deemed dangerous and in need of urgent correction and will impact the

installation schedule. We will rectify as a matter of urgency and raise an invoice after the necessary work has been done.

**Appliances**

Where Haus12 has undertaken to install appliances not supplied by us it is essential that these appliances are available on site when fitting begins. Additional costs will be incurred for return visits. The installation or relocation of customer’s appliances will be carried out to our normal high standards. Please note that the relocation of appliances is carried out at customer’s risk.

**Extras**

Additional items such as extra power points, plumbing, lighting, etc. arising during installation and not included in the original contract with Haus12 must be notified to Haus12. These additional items and works will be quoted separately.

**COMPLETION**

Completion is the date your kitchen is supplied and installed as specified on your Sales Contract with the exception of any replacement items due to defects or damage on delivery.

On completion of installation, we will inspect your kitchen for any outstanding issues.

We will ask you to sign a **Completion Note** to confirm installation has taken place and confirm in writing any outstanding remedial work required including replacement items. Once the Completion Note has been signed we can arrange for any replacement items to be ordered or any remedial works to be carried out as soon as possible.

Please report any further remedial issues in writing within 21 days of Completion. Any damage occurring after this date may be deemed as wear and tear and as such we cannot accept liability.

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 **REPORT ANY REMEDIALS IN WRITING WITH 21 DAYS OF COMPLETION**

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**Remedial works**

Replacement items may take 6-8 weeks to arrive. Any remedial work to replace items or make adjustments will take place as soon as possible after Completion.

**Final Balance (Installations only)**

This balance is only applicable to contracts including installation. The final balance £150 payment is requested once any agreed remedials are completed. All goods supplied will remain the property of Haus12 until full payment is received.

**WARRANTIES**

**Furniture Warranties**

Your German kitchen furniture has a manufacturer’s warranty (up to 5 years) for defects or damage on delivery. It will not include damage due to wear and tear, external influences eg. excessive heat/moisture or improper handling.

**Appliance warranties**

Please register any appliance manufacturer warranties as soon as possible after delivery/installation. Registering means you will be updated on any safety recalls. Information will be provided with the appliance documentation or you may visit [www.registermyappliance.org.uk](http://www.registermyappliance.org.uk).

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 **REGISTER APPLIANCE AND WORKTOP WARRANTIES AS SOON AS POSSIBLE AFTER INSTALLATION**

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As an AEG Premier Partner we will register your 5 year warranty on any AEG appliances purchased on your behalf.

**Worksurface warranties**

Please register any Cosentino products online within 6 months using the information provided by the stone fabricator/installer. <https://www.cosentino.com/en-gb/warranty/>

## CARE & MAINTENANCE OF YOUR KITCHEN



Helpful tips and advice to enable you to keep your new Haus12 kitchen looking good for years to come.

### Laminate Worktops

Laminate worktops are resistant to heat and scratches but avoid risking damage with sharp or hot objects. Use a cutting board when chopping or slicing. Don't place hot pans directly on the work surface. Treat laminate joints with care as they are not included in your guarantee. Don't leave hot pans or water standing on them. This can cause the joint to expand, damage the seal and allow water to penetrate the core material.

### Silestone® And Dekton By Cosentino®

Silestone® and Dekton by Cosentino® are low porous surfaces and therefore highly resistant to everyday domestic stains. For regular cleaning of Silestone® or ECO by Cosentino® surfaces, Cosentino S.A. recommends you use Q-Action. If Q-Action is not available, water and mild/neutral soap is the best option for regular cleaning.

### Caesarstone®

Due to Caesarstone®'s high density and non-porous qualities, normal cleaning with a damp cloth and mild detergent is all you need to keep your Caesarstone® surface looking great. Thoroughly rinse off the soap/mild detergent with water after use and dry with a soft cloth or paper towel. We recommend a thorough cleaning of your Caesarstone® surface on a weekly basis.

### Corian® & Solid Surfaces

Over time, Corian and other solid surface worktops acquire a smoother, more silken appearance. To develop an even lustre use a gentle abrasive powder bleach or mild cream abrasive cleaner once or twice a month over the first few months. Clean the entire top with a wet sponge or cloth using a circular motion then

rinse and wipe with a damp cloth before finally drying with a paper towel.

### Granite, Slate & Marble

To avoid staining, it is best to wipe up spills immediately as they occur. Do not scrub these surfaces with harsh abrasive cleaners. Wash them gently with a solution of clean warm water and light, neutral detergent. Finally rinse with clean water and dry with a chamois leather or similar. If in doubt, always refer to the manufacturer's own care and maintenance instructions.

### Wood

Never chop, cut or place hot pans on a wooden work surface. Always use a chopping board. Wipe off all spills immediately (tea and coffee will stain the surface). Joints and edges are vulnerable to wear and tear in high use areas like sinks and drainers. To protect against water penetration, periodic resealing with 'Danish oil' or similar is advised.

### Door & Drawer Fronts

Laminate fronts should be cleaned with hot water and mild household detergent (washing up liquid etc). Wooden fronts should be wiped clean in the direction of the grain with a damp cloth (do not use a cleaning agent) and dried with a soft cloth or paper towel.

### Appliances

For care of all gas, electric and other domestic appliances always refer to the manufacturers instructions. In the event of an appliance failure, Contact the manufacturers help-line for fast efficient response.

Appliances supplied by Haus12 Interiors are covered by a minimum of 1 year manufacturer's guarantee which can be extended (directly with the manufacturer) if required.

Water connections are hand tight and should be checked and adjusted regularly to prevent leakage. If the home is left empty for any length of time the water supply should be switched off. Connections should be re-checked before switching the water supply on again.

### Sinks

Stainless steel sinks do not rust but will scratch so care must be taken when cleaning. The preferred method is to wash with a non-abrasive cloth and a solution of hot

water and washing up liquid then rinse with hot water and dry. Persistent stains should be removed with a specialist stainless steel cleaner. Synthetic sinks can be cleaned with washing up liquid and any stubborn stains with dishwasher powder. Always rinse the sink after use and after cleaning. Remember that advice on recommended cleaning procedures for your particular sink is available from the manufacturer

#### **Maintenance of moving parts**

After several years it may be necessary to oil the runners of drawers and pull-outs. It is sufficient to apply a few drops of resin free (sewing machine) oil. For perfect running of drawer runners, it is important to keep them clean. If dirt gets in the rails it should be removed immediately with a small brush.

#### **DATA PRIVACY**

**Your information is important to us.**

**We use your data to enable us to carry out quotations, orders and supply/installation/delivery of goods at your request.**

**We will collect and use your data in accordance with our Privacy Notice which can be viewed in full online at [www.haus12.co.uk/privacy-notice](http://www.haus12.co.uk/privacy-notice)**