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Ownership & Warranty

2026.10

1. Purpose

Your kitchen project has been carefully designed, specified, supplied and installed to provide many years of everyday use and enjoyment.

This Ownership & Warranty document explains the ownership, aftercare and warranty arrangements that apply following Practical Completion of your project. It covers the responsibilities that follow completion, how concerns should be reported and assessed, Redwood Kitchens' installation workmanship warranty, furniture and component warranties, Redwood Select product warranties, third-party product warranties and the transfer of applicable warranties to a subsequent property owner.

For smaller projects, such as worktop, appliance or tap replacement, Practical Completion means the date the installation is completed.

In this document, references to the kitchen include associated utility rooms, boot rooms and other fitted furniture supplied by Redwood Kitchens as part of the project, unless stated otherwise.

Where a particular product or furniture category is subject to different warranty terms, those terms will be identified in the applicable quotation, specification, invoice or other project documentation.

Practical instructions for looking after your cabinets, doors, panels, worktops and related fitted products are contained in the separate **Kitchen Care Guide**.

This document should be read alongside the project and care documentation identified in Section 16.

1.1 Warranty periods

Item	Warranty period
Installation workmanship	12 months
Cabinet carcases, including panels, back panels, shelves, joints, fixings, legs and wall-unit hanging brackets; Blum Clip Top hinges, Blum Legrabox drawer systems, Hettich InnoTech Atira drawer systems & Hettich Sensys hinges	20 years
Standard cabinet doors, panels and fascias	6 years
Redwood Signature Range cabinet doors, panels and fascias	10 years
Redwood Select Essentials quartz worktops	10 years†
Redwood Select quartz and ceramic worktops	15 years†

Redwood Kitchens is a trading style of SystemXL Ltd · CRN England 11160526 · VRN GB 319 1015 36 · ICO ZA789901 · Registered office as above.

Item	Warranty period
Redwood Select lighting, handles, non-consumable accessories and other supplied furniture components not listed above	12 months*

*Unless stated otherwise in your project documentation. Refer to Sections 8, 11 and 12.
†From the documented date of worktop installation. Refer to Section 8.

The warranties described in this document are provided in addition to, and do not limit or replace, your statutory rights as a consumer.

2. Responsibilities Following Completion

From Practical Completion, or earlier where the customer begins using an installed part of the kitchen, the customer is responsible for its normal day-to-day use, care and maintenance and for maintaining a suitable domestic environment.

Minor snagging, agreed follow-on work or specialist attendance may take place after Practical Completion without changing the Practical Completion date. Any outstanding items or separately scheduled works should be recorded within the Practical Completion or project documentation.

Redwood Kitchens remains responsible for completing outstanding work included within its agreed scope. The customer remains responsible for taking reasonable care of completed and usable parts of the kitchen, providing reasonable access where further attendance is required, and avoiding damage, alteration or interference while remaining work is undertaken.

The warranties in this document assume normal private domestic use, reasonable care of the kitchen, compliance with the supplied Kitchen Care Guide and manufacturer guidance, appropriate management of moisture and ventilation, and prompt action where a concern becomes apparent.

3. Subsequent Works and Third-Party Activity

Later work within the property may affect the condition, alignment, sealing, appearance or performance of the kitchen. This may include decorating, flooring replacement, plumbing or electrical alterations, appliance replacement, broadband or media installation, drilling, cutting, structural work or other activity undertaken by a contractor or householder.

Customers should ensure that the kitchen is adequately protected and that anyone carrying out later work operates carefully around fitted furniture, worktops, flooring, appliances, concealed services and sealed areas.

Redwood Kitchens is not responsible for damage, disturbed seals, misalignment, loss of adjustment or other issues caused by subsequent alteration or work undertaken by the customer or a third party.

Where a concern arises following later work, Redwood Kitchens may request information about the work undertaken and may reasonably consider whether that activity caused or contributed to the reported issue.

Changes in the condition or movement of the property itself may also affect fitted furniture, worktops and associated installations. This may include structural, floor or wall movement and settlement. Property conditions and movement are addressed separately in Section 12.5.

4. Reporting a Concern

Concerns should be reported to Redwood Kitchens promptly after they become apparent and, wherever reasonably possible, within 14 days.

Where safe and reasonably practical, customers should take clear photographs as soon as a concern is noticed, ideally before cleaning, adjustment, dismantling, repair or other changes are made. This should not delay any action reasonably required to prevent further damage or deal with an emergency.

Customers should take reasonable steps to prevent further damage or deterioration while the matter is being assessed. This may include isolating an appliance or water supply, removing standing water or arranging appropriate emergency assistance where necessary.

Delayed reporting will not automatically invalidate a claim. However, Redwood Kitchens may reasonably consider whether the delay has increased the damage, affected the available evidence, prevented reliable assessment or prejudiced an applicable supplier or manufacturer warranty claim.

When reporting a concern, please provide:

- a brief description of the issue and when it was first noticed;
- clear photographs taken as soon as the concern was noticed, where available, together with current close-up and wider photographs showing the surrounding area;
- any relevant information about recent events or changes.

Depending on the nature of the concern, Redwood Kitchens may also request information relating to water exposure, environmental conditions, appliance faults, cleaning or maintenance, household incidents, building movement or subsequent work undertaken within the property.

Concerns should normally be reported to **hello@redwoodkitchens.co.uk**

5. Assessment Process

Many concerns can initially be assessed using photographs, project records and supporting information.

Redwood Kitchens may request further information, provide care or adjustment guidance, review installation and specification records, seek advice from a supplier or specialist, arrange for a replacement part or determine that an in-person inspection is required.

Where Redwood Kitchens or a relevant manufacturer, supplier or specialist reasonably determines that an inspection is necessary, the customer must provide safe and reasonable access for inspection, testing, adjustment, collection or delivery of components, specialist attendance and any agreed remedial work.

Providing guidance, arranging an inspection, making an adjustment or offering initial assistance does not, by itself, confirm that the issue is covered by an applicable warranty.

Assessment may take account of the apparent cause, practical functionality, age and use of the kitchen, care and maintenance, environmental conditions, installation and project records, manufacturer guidance, subsequent works and the available evidence.

Where a qualifying defect is identified, Redwood Kitchens will explain the proposed remedy and any next steps clearly before work is arranged.

6. Installation Workmanship Warranty

6.1 Warranty period

Redwood Kitchens provides a 12-month installation workmanship warranty from the date of Practical Completion. Our installation aftercare also includes a complimentary six-month care visit, as described in Section 6.4.

6.2 What the workmanship warranty covers

The workmanship warranty covers qualifying installation-related issues arising from work completed or directly controlled by Redwood Kitchens where that work was not carried out with reasonable care and skill to the professional standard reasonably expected of fitted residential interiors.

Qualifying issues may include components becoming loose because of installation failure, remedial work required because an item was not installed correctly, unreasonable installation-related misalignment and reasonable adjustment required as a result of initial installation settlement.

Where appropriate, the warranty may include reasonable adjustment of doors, drawers, panels, filler pieces, hinges and integrated components.

The required remedy will be determined by Redwood Kitchens based on the nature, cause and practical effect of the issue.

6.3 Workmanship warranty boundaries

The workmanship warranty does not cover issues caused by customer activity, environmental or property conditions, third-party work, ordinary use or other causes outside Redwood Kitchens' reasonable control. This does not exclude a qualifying issue caused by Redwood-controlled installation workmanship.

6.4 Complimentary six-month care visit

As part of our installation aftercare, we offer a complimentary care visit around six months after Practical Completion. We will contact you nearer the time to arrange a convenient date. The visit typically takes around 30 minutes.

During the visit, we carry out minor adjustments to doors, drawers and related fittings arising from initial bedding-in, and visually check accessible under-sink plumbing connections for signs of leakage or loosening. We can also answer care and maintenance questions and revisit the guidance in your Redwood care book.

The visit is optional: choosing not to have it does not affect your warranty cover. It does not restart or extend any warranty period.

Please report concerns promptly in accordance with Section 4 rather than waiting for the care visit.

7. Redwood Furniture & Component Warranty

7.1 Scope

Redwood Kitchens provides a furniture and component warranty on qualifying furniture materials and components supplied as part of a Redwood project, subject to the periods stated in Section 1.1.

Unless stated otherwise in the project documentation, the warranty starts on the date of Practical Completion and is subject to the conditions and exclusions within this document.

7.2 Qualifying failures

The warranty covers qualifying manufacturing, material, structural or mechanical component failure under normal domestic use, but not damage, deterioration, wear or another excluded cause.

7.3 Assessment and remedy

Where a qualifying issue is accepted, Redwood Kitchens will determine the reasonable and proportionate remedy. This may include repair, adjustment or replacement of the affected component or material, subject to Sections 10 and 13.

8. Redwood Select Product Warranties

8.1 Redwood Select programme

Redwood Select is Redwood Kitchens' selected-product programme. Products within the programme are sourced through approved manufacturers, importers, suppliers and specialist partners and presented to customers under the Redwood Select name.

Redwood Kitchens remains the customer's point of contact for Redwood Select products. Redwood may obtain technical advice, replacement products, specialist attendance, warranty support or other remedies from its approved supply network when assessing and resolving a qualifying concern.

Warranty periods and scope vary by product category. Periods for products not listed below, including historic Redwood Select products, are stated in the applicable project documentation.

8.2 Redwood Select quartz and ceramic worktops

Redwood Select quartz and ceramic worktop materials are covered for 15 years (10 years for Redwood Select Essentials quartz) from the documented date of worktop installation against qualifying manufacturing defects. The warranty applies to the material itself in all finishes, and is subject to normal use, reasonable care, the Kitchen Care Guide, the supplied manufacturer care information and the exclusions in Section 12.

Honed, matt, leathered and textured finishes show marks, fingerprints and water rings more readily than polished finishes. Their sheen can also change gradually with use and cleaning. These are characteristics of the finish rather than defects. Each finish has its own care requirements, which are provided with your project documentation.

Redwood-controlled templating, fabrication and installation are covered by Section 6.

Labour and associated works are governed by Section 10, and replacement availability and matching by Section 13.

8.3 Redwood Select LED lighting

Redwood Select LED lighting products are covered for 12 months from Practical Completion against qualifying product or component failure under normal domestic use.

The warranty applies to qualifying failures of supplied lighting components, which may include LED fittings or strips, drivers, transformers, switches, sensors, controllers and hubs or gateways forming part of the installed lighting system.

Where a qualifying hardware failure is accepted, Redwood Kitchens may repair or replace the affected component rather than the complete lighting system.

Installation workmanship relating to Redwood-controlled lighting installation is covered by Section 6.

9. Smart and Connected Products

Some products may include app-based, connected or automated functions. Redwood Kitchens remains responsible for the correct supply, installation and any initial setup expressly included within its agreed project scope. Redwood Kitchens cannot guarantee the continuing availability or compatibility of systems it does not control.

Unless expressly agreed, ongoing network management, account support, automation configuration and integration with other customer systems are not included. Additional assistance required after changes to customer devices, networks, accounts, software or third-party services may be chargeable.

Warranty assessment will distinguish between product hardware, installation, initial commissioning, customer systems and third-party digital services.

10. Materials, Labour and Attendance

Unless expressly stated otherwise, the Redwood Furniture & Component Warranty and Redwood Select material warranties cover only replacement materials or components accepted under the applicable warranty.

During the 12-month installation workmanship warranty period, Redwood-controlled labour may also be included where the issue qualifies under that warranty.

After the workmanship warranty has expired, the following are not normally included: inspection attendance or service visits; removal, refitting, adjustment or installation time; access work, making good or redecoration; associated plumbing or electrical work; other site labour.

Where a replacement material or component is accepted under warranty after the workmanship warranty has expired, Redwood will explain any associated attendance or labour charges before work is authorised.

11. Manufacturer, Supplier and Third-Party Warranties

Appliances, sinks, taps, flooring, electrical accessories and other third-party products may be supported by separate manufacturer or supplier warranties with their own periods, exclusions, registration requirements, claim procedures, transfer rules and labour provisions.

Timber, laminate, solid surface and other worktops not supplied under Redwood Select are covered by the applicable manufacturer's or supplier's warranty, unless a different period is stated in the project documentation. Where a worktop manufacturer specifies a particular jointing, sealing or finishing product as a condition of its warranty, Redwood Kitchens will use that product, or an approved equivalent, at installation.

Any such warranty information shown in quotations, schedules or other project documentation is provided as a good-faith summary of the information reasonably available to Redwood Kitchens at the time. The applicable manufacturer's or supplier's written terms govern that separate warranty.

Customers should complete any required registration within the specified period.

Where appropriate, Redwood Kitchens will provide reasonable assistance with a valid claim relating to a product it supplied. This may include providing purchase information, contacting the supplier, obtaining technical guidance, identifying replacement parts or coordinating communication.

The final decision under a separate manufacturer or supplier warranty may rest with that provider. This does not limit Redwood Kitchens' responsibilities under the customer's contract or applicable consumer law.

Any Redwood Kitchens attendance or labour associated with a manufacturer, supplier or third-party warranty claim is governed by Section 10.

A manufacturer or supplier warranty does not extend, replace or reduce any separate Redwood Kitchens warranty or statutory right.

12. Warranty Boundaries and Exclusions

The boundaries below help distinguish qualifying defects from normal use, accidental damage and matters arising from care, the property environment or later activity. These matters are not covered where they wholly or materially caused the issue, unless Redwood Kitchens reasonably determines that a separate qualifying defect also caused or materially contributed to it.

12.1 Moisture and environmental conditions

This includes standing water, flooding, leaks, condensation, excessive steam, prolonged moisture exposure, unsuitable humidity, inadequate ventilation, excessive heat, frost and environmental conditions outside normal domestic use.

12.2 Cleaning and maintenance

This includes damage caused by unsuitable chemicals, abrasives, solvent cleaners, bleach (other than where the Kitchen Care Guide or the manufacturer's instructions permit its use), steam cleaning, excessive water or inappropriate polishes. It also includes damage caused by unsuitable cleaning equipment, failure to maintain seals or oil finishes, or failure to follow the Kitchen Care Guide or other supplied care instructions.

12.3 Accidental damage and misuse

This includes scratches, chips, dents, impact damage, cutting, drilling, excessive force, overloading, climbing or hanging on fitted items, pet damage, child-related damage and use outside normal domestic use or the intended purpose of the product.

12.4 Normal wear, natural variation and material characteristics

This includes ordinary signs of use, minor surface marking, gradual decorative ageing, softening or polishing at high-contact points, minor finish or joint movement.

Natural timber, timber veneer and wood-based decorative products may vary in grain, tone, figuring, texture and colour both between components and within the same component. Samples, displays

and images are representative, and variation may also occur between production batches or replacement components.

Painted and lacquered finishes may develop minor joint lines, slight edge softening, small finish or joint movement marks and gradual changes in colour or sheen as a result of normal material movement, household conditions, light exposure and use. These characteristics are not necessarily defects.

Peeling, widespread delamination, abnormal coating breakdown or other significant finish failure may still be assessed as a potential qualifying defect where it is not attributable to moisture, heat, impact, cleaning, misuse or another excluded cause.

For quartz, ceramic, natural stone, solid surface and similar worktops, natural or manufacturing-related variation in pattern, particulate distribution, shade, tone, texture and visual character may occur and is not necessarily a defect. The gradual mellowing of a solid surface finish to a satin patina, and the natural colour change and patina of oiled timber worktops, are normal characteristics of those materials.

12.5 Property conditions

This includes issues caused by structural, floor or wall movement, settlement of the property, damp within the building, unsuitable substrates, movement of services, pest activity or infestation, or defects elsewhere within the property.

12.6 Third-party activity and subsequent alteration

The warranty does not apply where subsequent work, alteration or disturbance by the customer or a third party caused or materially contributed to the issue, as described in Section 3.

12.7 Worktop-specific exclusions

Unless caused by a separate qualifying defect, worktop warranties do not normally cover:

- scratches, chips or impact damage;
- excessive or uneven heat, or thermal shock;
- chemical damage, or staining arising from inappropriate care;
- damage at sink or hob cut-outs;
- moisture ingress at joints, edges or cut-outs, including swelling of laminate or timber worktops;
- damage from standing, sitting or placing concentrated loads on worktops, including on unsupported overhangs;
- movement caused by the supporting cabinets or by property conditions;
- disturbed joints or ageing sealants;
- alteration after installation.

Trivets or heat-resistant mats should always be used beneath hot cookware, and suitable chopping boards should be used for food preparation.

12.8 Consumable and maintainable items

Items requiring ordinary periodic maintenance or replacement are not normally covered as defects. These may include silicones, sealants, filters, lamps, batteries and other consumable or serviceable items.

This does not exclude a qualifying defect that becomes apparent within an applicable warranty period.

12.9 Touch-up and maintenance products

Where touch-up paint or another maintenance product is supplied, it is provided to assist with minor cosmetic maintenance. An exact colour, texture or sheen match cannot be guaranteed, particularly where the original finish has aged or changed through light exposure and use.

Touch-up products should be stored and used in accordance with the supplied instructions and may have a limited usable life. Their supply does not extend any warranty period or convert accidental damage, chips, scratches, wear or customer-applied repairs into qualifying warranty defects.

Damage caused by inappropriate application or use of an unsuitable product is not normally covered.

12.10 Consequential or secondary loss

The warranties in this document do not provide additional cover for indirect, consequential or secondary loss beyond the affected product, component or installation work.

This does not exclude or limit any right the customer may have to recover reasonably foreseeable loss caused by Redwood Kitchens' breach of contract, negligence or other legal responsibility.

13. Replacement and Discontinued Products

Products, finishes and components may be changed or discontinued by manufacturers and suppliers during the life of a kitchen.

Where a qualifying warranty claim is accepted and the original product is no longer reasonably available, Redwood Kitchens will provide, arrange or support the provision of the nearest reasonable current equivalent.

An exact visual or technical match cannot always be guaranteed because of ageing, batch or material variation, product development, supplier changes or discontinuation.

Differences in shade, grain, pattern, sheen, texture, dimensions, detailing or specification between an original product and a later replacement are not normally considered defects where the replacement is a reasonable functional equivalent.

Where only one part of a matching group is defective, the warranty does not normally extend to replacement of unaffected items solely to obtain a uniform aged appearance.

14. Transfer of Warranties

The unexpired balance of Redwood Kitchens' Installation Workmanship Warranty, Furniture & Component Warranty and applicable Redwood Select warranties will transfer with the property, subject to the terms of this section.

Transfer does not restart, renew or extend any warranty and remains subject to its original scope, exclusions, care requirements, environmental conditions, assessment process and materials and labour provisions.

Transferred claims remain subject to Section 10, including its provisions relating to attendance and labour after expiry of the 12-month Installation Workmanship Warranty.

14.1 Information required following transfer

Before assessing a transferred warranty claim, Redwood Kitchens may reasonably request the property address, evidence of current ownership or occupancy, the name of the original customer where known, photographs of the kitchen and reported issue, access information and details of any later work, leaks, alterations or damage.

A lack of original customer documentation will not automatically invalidate a transferred Redwood warranty where the project and applicable warranty can reasonably be identified from Redwood's records.

14.2 Manufacturer warranties

Manufacturer and supplier warranties transfer only where permitted by the relevant manufacturer or supplier terms.

Transfer of a Redwood warranty does not alter, extend or replace a separate manufacturer or supplier warranty.

15. Interpretation of Appearance and Performance

A fitted kitchen is a complete installation made from multiple manufactured and natural materials within a lived-in property.

Where a concern relates primarily to appearance, Redwood Kitchens will consider ordinary domestic lighting, reasonable viewing distance and position, the completed kitchen as a whole and the aggregate practical effect of any identified issues.

Products and finishes will not normally be assessed under magnification, extreme lighting, unusually close viewing conditions or circumstances that do not represent ordinary domestic use.

Minor appearance characteristics that do not materially affect reasonable appearance or use are not necessarily defects.

Nothing in this section prevents consideration of the combined effect of several individual issues where their aggregate effect materially affects the completed kitchen.

16. Relationship With Project Documentation

This document should be read with Redwood Kitchens' Terms & Conditions of Business, the project specification, furniture and product schedules, variation documents, Practical Completion records, the Kitchen Care Guide and relevant manufacturer information.

Defined terms used within this document have the same meaning as those used within Redwood Kitchens' Terms & Conditions of Business unless stated otherwise.

Project-specific written terms or warranty information may supplement or vary the terms of this document where the difference is expressly identified and is consistent with applicable consumer law.

Where this document does not address a particular matter, the governing contractual position remains Redwood Kitchens' Terms & Conditions of Business and applicable consumer law.

17. Our Approach to Aftercare

Redwood Kitchens will approach aftercare and warranty matters fairly, reasonably, proportionately and in good faith. Concerns that may represent a qualifying defect will be considered using the available evidence and circumstances of the project.

Nothing within this document limits or excludes your statutory rights as a consumer.

This version applies to projects reaching Practical Completion on or after 1 July 2026 and replaces versions 2026.07, 2026.09 & 2026.10. Projects completed before that date are covered by the version supplied with them.

