



WILDKITCHEN WARRANTY



WELCOME TO THE WILDKITCHEN WARRANTY

This document outlines your product warranty and serves as your point of reference for coverage, claims, and your rights. Inside, you'll find clear information on what is covered, how long your warranty lasts, how to make a claim, and any applicable terms and limitations. We recommend keeping this document for future reference should you ever need to rely on your warranty.

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PRODUCT WARRANTY

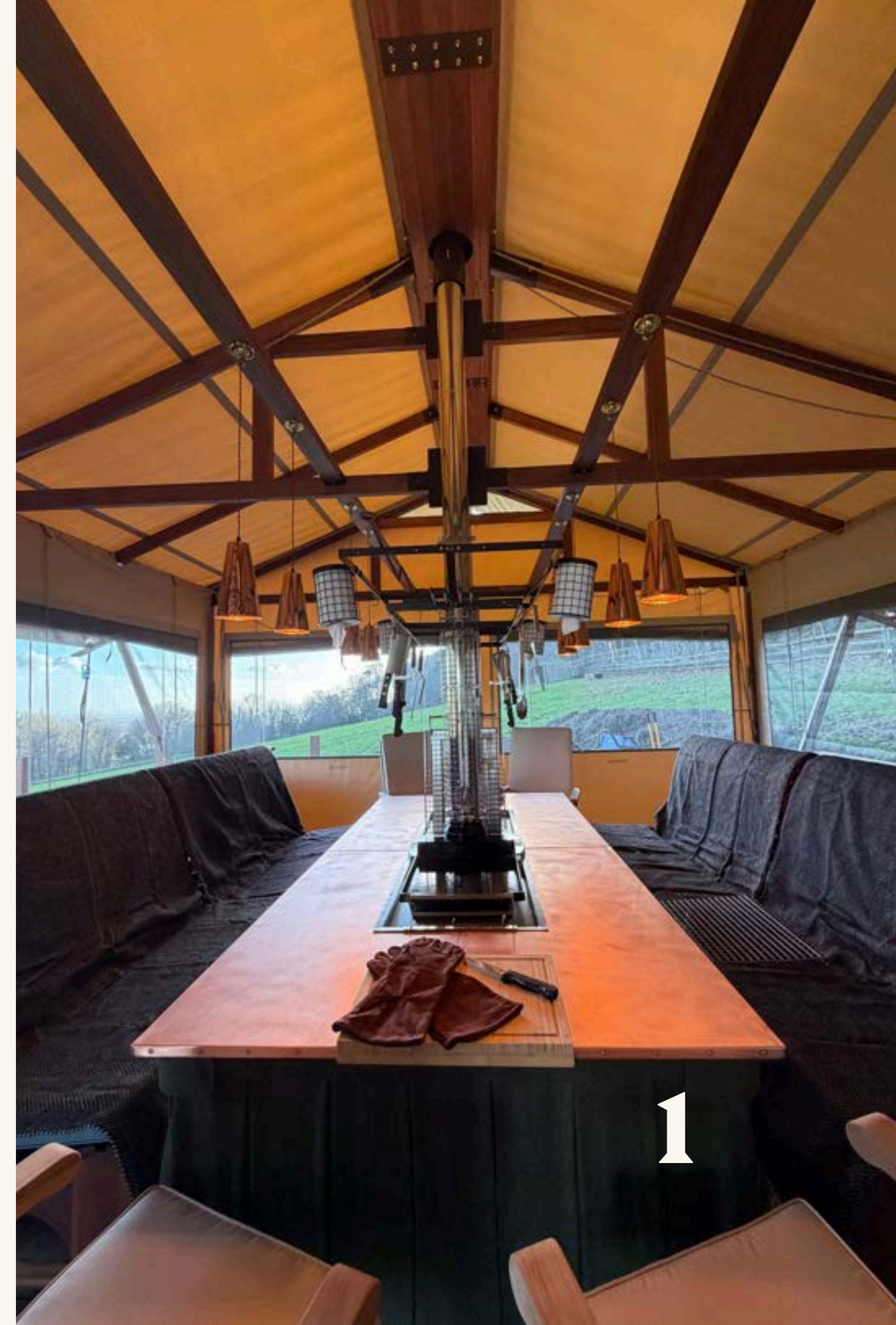
CUSTOMERS IN THE UK

The following applies if your WildKitchen and WildTable are delivered and installed at an address in the United Kingdom:

We warrant that, subject to the terms, conditions and exclusions set out further below, we will carry out the repairs necessary to remedy any of the following defects in materials or workmanship during the period of this warranty:

WildKitchen	WildTable
<ul style="list-style-type: none">• Woodwork – structural cracking or structural failure• Metal bracketry – bracket integrity and structural failure• Canvas – shrinkage, stretching or significant defects in stitching• Turn buttons, ropes, pulleys and zips – any defects in materials or workmanship• Lighting – total failure of the lighting system or drivers• Furniture suite (Chiller Trolley, Log Store, Charcoal Store, Benches and Reclining Chairs) - anything other than damage from misuse• Feet – any defects in materials, workmanship or structural integrity	<ul style="list-style-type: none">• The performance of the burner and air ventilation mechanisms• The performance of the flue and halo• The structural integrity of the tabletop• The durability of the teppanyaki cooking plate• The stitchwork and fabric of the wool skilts• WildTable and WildHalo Accessories including the WildOven

We aim to resolve warranty claims as quickly and efficiently as possible. After you submit a claim, we will contact you by phone or email to request any further information we might need and to notify you about the outcome of your claim. If your claim is validated, we will offer to carry out the repairs needed to remedy the warranted defect. If you do not accept this offer within 28 days of it being made, then the offer will automatically lapse and we will not have any further liability to you in relation to the defect in question.



PRODUCT WARRANTY

CUSTOMERS OUTSIDE THE UK

The following applies if your WildKitchen and WildTable are delivered and installed at an address outside of the United Kingdom.

We warrant that, subject to the terms, conditions and exclusions set out further below, we will carry out the repairs necessary to remedy any of the following defects in materials or workmanship during the period of this warranty:

WildKitchen	WildTable
<ul style="list-style-type: none">• Woodwork – structural cracking or structural failure• Metal bracketry – bracket integrity and structural failure• Canvas – shrinkage, stretching or significant defects in stitching• Turn buttons, ropes, pulleys and zips – any defects in materials or workmanship• Lighting – total failure of the lighting system or drivers• Furniture suite (Chiller Trolley, Log Store, Charcoal Store, Benches and Reclining Chairs) - anything other than damage from misuse• Feet – any defects in materials, workmanship or structural integrity	<ul style="list-style-type: none">• The performance of the burner and air ventilation mechanisms• The performance of the flue and halo• The structural integrity of the tabletop• The durability of the teppanyaki cooking plate• The stitchwork and fabric of the wool skilts• WildTable and WildHalo Accessories

We aim to resolve warranty claims as quickly and efficiently as possible. After you submit a claim, we will contact you by phone or email to request any further information we might need and to notify you about the outcome of your claim. If your claim is validated, we will send you the required parts to carry out the replacement. If you do not accept this offer within 28 days of it being made, then the offer will automatically lapse and we will not have any further liability to you in relation to the defect in question.

PLEASE NOTE: You will be responsible, at your own cost, for arranging suitably skilled labour to install any replacement parts that we supply under this warranty in accordance with any instructions that we give you.



WARRANTY DURATION

This warranty applies for 2 years from the date of purchase of the WildKitchen from us. After expiry of this 2-year period, the warranty will automatically expire, and you will not be able to claim or submit a claim under it.

WHAT IS NOT COVERED

The warranty does not cover:

- Defects arising because you failed to follow the instructions and guidance in the User Guide for the WildKitchen or WildTable
- Defects caused by environmental conditions or natural events
- In relation to the WildTent woodwork: staining, scratching, UV damage or anything caused by environmental weathering
- In relation to the WildTent metal bracketry: scratches, chips, rusting or aesthetic changes
- In relation to the WildTent canvas: discolouration or marking, issues related to a lack of cleaning or use of cleaning products, issues related to local environmental conditions, any damage relating to sparks from the flue, and scuffing or wear from heavy usage
- In relation to the WildKitchen feet: the fitting of the feet to the decking or any defects relating to or caused by the decking
- Any defects arising from the misuse of WildKitchen furniture and WildTable accessories, including the charcoal store, log store, chiller trolley, WildOven, cooking tools and accessories
- In relation to the tabletop of the WildTable: metalwork patination or any defect that does not affect its structural integrity
- Scratches, dents, or cosmetic marks that do not affect the performance of the WildTable
- The internal cast iron grates, the burner door rope seal or the spark arrester which are consumable items and will need replacing from time to time
- Defects arising as a result of accidental damage
- (For customers outside the UK) Any labour to fit or install replacement parts that we supply under this warranty



INVALIDATION OF THE WARRANTY

The warranty will automatically and immediately become void and it will no longer have any effect if:

- You sell or give away the WildKitchen and/or WildTable (or any parts of them)
- Any modification, alteration, or repair is made or attempted to the WildKitchen and/or WildTable except by us or in accordance with our instructions
- Any flammable liquid is used to light or fuel the fire in the WildTable housed in the WildKitchen
- You misuse or cause any wilful damage to the WildKitchen and/or WildTable
- You make any further use of the WildKitchen and/or WildTable after making a warranty claim



HOW TO MAKE A CLAIM

To make a claim under this warranty, please email the following details to customerservices@ccwildkitchens.com in relation to the WildKitchen and WildTable you are claiming about:

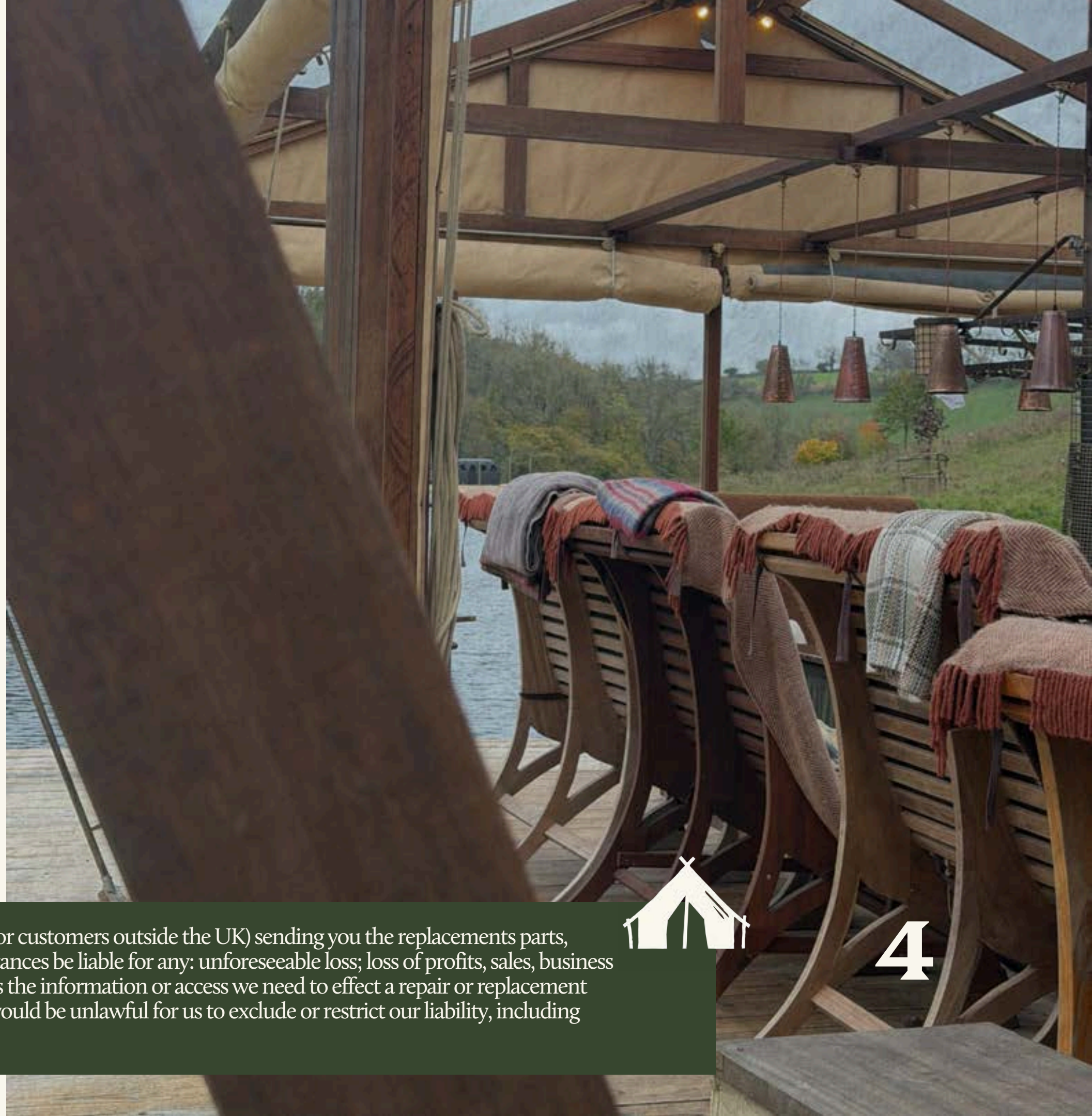
- Your full name and address
- Your order date
- Your order number (if known)
- Your proof of purchase
- A description of the defect, together with supporting photographs or video

WHO CAN CLAIM

The warranty is given solely to customers who purchase a WildKitchen and WildTable (together as a bundle) directly from us, exclusively for their own use. The warranty is personal to the original purchaser and cannot be transferred, assigned, sold, or exchanged.

LIMITS ON OUR LIABILITY

Our liability will be limited to (for customers in the UK) carrying out the repairs or (for customers outside the UK) sending you the replacements parts, needed to remedy a defect covered by this warranty. We will not under any circumstances be liable for any: unforeseeable loss; loss of profits, sales, business or contracts; indirect or consequential loss; or loss or default where you fail to give us the information or access we need to effect a repair or replacement under this warranty, except that these exclusions of liability will not apply where it would be unlawful for us to exclude or restrict our liability, including liability for fraud, or death or personal injury caused by our negligence.



YOUR STATUTORY RIGHTS

If you are a consumer, then you have statutory rights in relation to the WildKitchen and WildTable, and those rights are not affected by this warranty. For this purpose, “consumer” means an individual in the United Kingdom acting outside their trade, business, craft or profession.

TERMS APPLICABLE TO REPLACED PARTS

If we replace a WildKitchen, WildTable or any parts under this warranty, the replaced WildKitchen, WildTable or parts will be our property and the replacement WildKitchen, WildTable or parts will be your property. No further warranty is given in relation to any replacement products or parts but those items will assume any remaining term of the original warranty.

MISCELLANEOUS

These terms set out the full extent of our agreement in relation to the warranty. You will not be entitled to rely on any other terms, conditions, statements, representations, promises, warranties or assurances in connection with this warranty other than as specifically written in these terms.

This warranty is governed by the laws of England, and any dispute or claim in relation to it will be subject to the exclusive jurisdiction of English courts, unless you are a consumer, in which case you may bring legal proceedings in the English courts or (if you live in Wales) in either the Welsh or the English courts or (if you live in Scotland) in either the Scottish or the English courts or (if you live in Northern Ireland) in either the Northern Irish or the English courts.



OUR DETAILS

Our name: The Cashmere Caveman Co, Wild Kitchens Limited

(registered in England and Wales with company number 10939430)

Our trading address:

Unit 10, Euroway,
Wood Close,
Quarry Wood,
Aylesford,
Kent
ME20 7UB

Our registered office address:

5 Stratford Place,
London,
W1C 1AX

Our contact details:

Email: customerservices@ccwildkitchens.com

Telephone: +44 (0)1747 442570