



LIMITED WARRANTY

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 will 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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What We Cover

If your WildKitchen and WildTable are delivered and installed at an address in the United Kingdom, then, subject to the terms, conditions and exclusions set out in this document, we will carry out the repairs necessary to remedy any of the following defects in materials or workmanship during the warranty period.

WildKitchen

- **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
- **Feet:** any defects in materials, workmanship or structural integrity

WildTable

- 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 skirts

RESOLVING YOUR CLAIM

After you submit a claim, we will contact you by phone or email for any further information we need and to notify you of the outcome. If your claim is validated, we will offer to carry out the repairs needed to remedy the defect. If you do not accept the offer within 28 days, it will automatically lapse and we will have no further liability to you for that defect.

What We Cover

If your WildKitchen and WildTable are delivered and installed at an address outside the United Kingdom, then, subject to the terms, conditions and exclusions set out in this document, we will supply the parts necessary to remedy any of the following defects in materials or workmanship during the warranty period.

WildKitchen

- **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
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WildTable

- The performance of the burner and air ventilation mechanisms
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- The structural integrity of the tabletop
- The durability of the teppanyaki cooking plate
- The stitchwork and fabric of the wool skirts

OUTSIDE THE
UNITED
KINGDOM

Our liability is limited to sending you the replacement parts needed to remedy a covered defect; any labour to fit or install those parts is not included. The same claim process applies, and any offer not accepted within 28 days will automatically lapse.

WARRANTY DURATION	This warranty applies for 2 years from the date of purchase of the WildKitchen from us. After this 2-year period the warranty automatically expires, and you will no longer be able to submit or pursue a claim under it.
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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
- WildTent woodwork: staining, scratching, UV damage or anything caused by environmental weathering
- WildTent metal bracketry: scratches, chips, rusting or aesthetic changes
- WildTent canvas: discolouration or marking, issues from a lack of cleaning or use of cleaning products, issues from local environmental conditions, damage from sparks from the flue, and scuffing or wear from heavy usage
- WildKitchen feet: the fitting of the feet to the decking, or any defects relating to or caused by the decking
- Any WildKitchen furniture and accessories, including the charcoal store, log store, chiller trolley, WildOven, cooking tools and accessories
- WildTable tabletop: 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 and the spark arrester, which are consumable items and 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 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

KEEP IT COVERED

LIMITS ON OUR LIABILITY

Our liability will be limited to carrying out the repairs (for customers in the UK) or sending the replacement parts (for customers outside the UK) 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 arising where you fail to give us the information or access we need to carry out a repair or replacement. These exclusions do not apply where it would be unlawful for us to exclude or restrict our liability, including liability for fraud, or for death or personal injury caused by our negligence.

How to Make a Claim

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

- 1 Your full name and address
- 2 Your order date
- 3 Your order number, if known
- 4 Your proof of purchase
- 5 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. It is personal to the original purchaser and cannot be transferred, assigned, sold or exchanged.

Your Statutory Rights

TERMS APPLICABLE TO REPLACED PARTS

If we replace a WildKitchen, WildTable or any parts under this warranty, the replaced items will be our property and the replacement items will be yours. 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.

YOUR STATUTORY RIGHTS

If you are a consumer, 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.

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 it other than as specifically written here.

This warranty is governed by the laws of England, and any dispute or claim relating to it is subject to the exclusive jurisdiction of the English courts, unless you are a consumer, in which case you may bring proceedings in the English courts or, if you live in Wales, Scotland or Northern Ireland, in either your local courts or the English courts.

Our Details

OUR NAME

The Cashmere Caveman Co, Wild Kitchens Limited
Registered in England and Wales, company number 10939430

TRADING ADDRESS

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

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WILDKITCHEN WARRANTY

Primal Luxury

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