

# WARRANTY & MAINTENANCE

KITCHENS BY  
FARQUHAR

## Claim Form

This form is for claiming against a warranty or requesting maintenance. Please ensure that you complete this form with detailed information to allow an accurate evaluation of the claim. This form should be completed in conjunction with all original warranty documentation and care and maintenance guides. Failure to provide this information may lead to delays in the processing of this claim.

### CLIENT DETAILS

Name of customer

Builder

Address Line 1

Home phone number

Mobile phone number

Address Line 2

Work phone number

Fax number

### CLAIM DETAILS

Date kitchen installed

Job Number (if known)

Date of problem

Area requiring attention

Cabinets    Benchtops    Doors    Splashback    Tradework    Other (specify) \_\_\_\_\_

Description of problem


### DECLARATION

- I declare that the information provided above is true and correct to the best of my knowledge and have complied with all warranty\* conditions.
- I acknowledge that where appropriate, the claim and information provided may be referred to a contractor, product/design specialist or other person or organisation for the purposes of assessing and determining this claim.
- I accept that I will be charged a call out fee of \$125 for the first 30 minutes and \$75 per hour thereafter, excluding parts/materials.\*\* Genuine warranty claims will not attract a call out fee.

Claimant's Signature

Date

Please return this form to: Kitchens By Farquhar Warranty & Service Department, PO Box 120, Lonsdale SA 5160 or Fax: (08) 8329 2899 or e-mail to [info@kbf.com.au](mailto:info@kbf.com.au)

Upon receipt of this form, our Warranty & Service Department will contact you within 7 days to discuss the claim prior to any required site visits. \*All claims rely upon the warranty &/or care & maintenance guides by the manufacturer of such product, material or service. \*\*Maintenance calls located 40km outside the Adelaide CBD will be charged at 75 cents per kilometre travelled.

### OFFICE USE ONLY

Service ID Number:

Date Logged:

Service Logged By:

Notes:

Warranty Claim:

Yes    No

Service & Maintenance:

Yes    No