

Warranty Scheme
Jeroen Kool
handmade furniture & design

Designing and building high-quality custom work is central to Jeroen Kool Handmade Furniture & Design. All materials are selected with the greatest care to guarantee the highest quality of the furniture.

We think it is important that you are satisfied with the furniture that you have chosen and that you can also contact us after the furniture has been placed. In the first year (counting from the invoice date) we will be happy to adjust / adjust your furniture (such as your drawers or kitchen doors) free of charge. In addition, the guarantee scheme below applies.

Warranty period

Guarantee on the construction of a piece of furniture

You have a guarantee on the construction of a furniture by Jeroen Kool from the starting date as stated on your invoice to ten (10) years after the said date. The defects or wear that have occurred within these ten years will be repaired free of charge. This concerns defects or wear that cannot be attributed to normal use and that are not covered by the exception rule (see below). If repair is not possible, a different (free) solution will be considered in consultation with you.

The warranty expires after ten years. If, after the expiry of these ten years, your furniture shows defects or wear, we may charge costs in the event of your requested repair. These costs are submitted to you in writing in advance. After your permission for these costs, your furniture will be repaired.

Guarantee on hinges and locks

As an exception to the above, a warranty of two (2) years applies from the starting date as stated on your invoice to two years after said date on hinges and locks. The defects or wear that have occurred on the hinges and locks within these two years will be repaired free of charge. This concerns defects or wear that cannot be attributed to normal use and that are not covered by the exception rule (see below). If repair is not possible, a different (free) solution will be considered in consultation with you.

If damage to the hinges and locks occurs after the two-year warranty period, you can contact the supplier, firm Blum (name of contact known to Jeroen Kool).

Excluded from warranty

Excluded from the above guarantee are:

damage to or discolouration of the paintwork and finish.

kitchen appliances and related paneling (such as the wooden paneling on the door of a dishwasher).

damage as a result of water damage or structural damage, such as floor or wall subsidence.

moving or moving furniture.

Any costs that you yourself have incurred to repair the product or have it repaired by a third party.

Claim warranty

Do you want to claim our guarantee scheme? This is possible if the delivered product is not good and you meet the following conditions:

You have used the product / furniture in a normal way.

The product / furniture has not been broken or damaged by normal wear and tear, normal aging or by the above-mentioned water damage or construction damage.

You have properly maintained the product.

You have not broken or damaged the product yourself. Also third parties (not being Jeroen Kool) have not broken or damaged the product.

The product has not been damaged or broken due to relocation.

Method

In the event that your furniture (s) show defects after delivery, you can contact Jeroen Kool as soon as possible (and at least within two weeks after discovery) via 06-45534882 or by mail: jeroenkool @ jeroenkool.nl.

After the notification, the product is examined to determine if the problem is covered by the warranty. If it is determined that the problem is indeed covered by the warranty, we will first try to repair the relevant part of the product. If that fails or is unrealistic, we will try to replace the part of the product. If repair or replacement are not options, we will look for a desired alternative together with you.

In all cases where it is determined that the guarantee scheme applies, an individual guarantee confirmation is drawn up by Jeroen Kool specifying which activities are covered and carried out under the guarantee scheme.

Other

In all cases we ask for the invoice, so keep it in a safe place.

Repairs carried out under warranty or replacing products do not lead to an extension of the warranty period of the product.

No rights other than those described above can be derived from the guarantee.