

Kuba & Leia guarantee: terms and conditions.

What does a Kuba & Leia guarantee cover?

A Kuba & Leia guarantee covers the repair or replacement (at Kuba & Leia's discretion) of your product if it is found to be defective due to faulty materials or workmanship within the guarantee period.

If any part is no longer available (e.g. particular colour variations), Kuba & Leia will replace it with a functional replacement part.

Your statutory rights are not affected by this guarantee.

What isn't covered by a Kuba & Leia guarantee?

If a Kuba & Leia product is used in the way it's intended and it breaks down within the guarantee period, it's our responsibility to repair or replace it.

There are, however, some circumstances in which a Kuba & Leia guarantee doesn't cover the repair or replacement. Here's what isn't covered:

- Normal wear and tear, including parts that might wear out over time (e.g. surface marking and scratching caused by cats using the product regularly).
- Accidental damage (e.g. the damage caused by being dropped from an unreasonable height)
- Damage caused by not carrying out the recommended maintenance (e.g. emptying litter, cleaning rake / plough etc.)
- Damage from external sources such as transit, weather, electrical outages or power surges.
- Faults caused by:
 - Negligent use, misuse, neglect or careless operation
 - Use of a Kuba & Leia product for anything other than normal cat toilet purposes
 - Use of parts not assembled or installed in accordance with the instructions of Kuba & Leia.

- Faulty assembly or installation (except where carried out by Kuba & Leia).
- Repairs or alterations carried out by parties other than Kuba & Leia or its authorised agents.
- Any instance where the Kuba & Leia product has been taken apart and tamper-resistant components have been affected or removed.

If you have any questions about what a Kuba & Leia guarantee covers, we'll be happy to help. You can email us at meow@kubaandleia.com

What are the terms and conditions of the guarantee?

The terms and conditions of a Kuba & Leia guarantee are as follows:

- The guarantee becomes effective at the date of purchase (or the date of delivery if this is later).
- You must provide proof of delivery / purchase before any work can be carried out on your product under the guarantee. Please note that without this proof any work carried out will be chargeable. Please keep your purchase receipt or delivery note.
- All work will be carried out by Kuba & Leia or its authorised agents.
- Any parts which are replaced will become the property of Kuba & Leia.
- The repair or replacement of your product under guarantee will not extend the period of the guarantee.
- The guarantee provides benefits which are additional to and do not affect your statutory rights as a consumer.

When does the guarantee become effective?

A Kuba & Leia guarantee becomes effective on the date of purchase or delivery of your product, whichever is later.

Where is the Kuba & Leia guarantee valid?

The Kuba & Leia guarantee is valid in the UK only.

If you take your machine abroad the guarantee may be invalidated. However, we will do our best to help you in your new country of residence.

Are Kuba & Leia guarantees transferable?

Kuba & Leia guarantees are transferable with the product, provided the original proof of purchase from a recognised is supplied, together with evidence of any change of ownership of the product, confirming that the product was in good working order when the change of ownership took place.