

## **TERMS AND CONDITIONS**

# **Kenwood Chef Service Limited**

### **1.1 GENERAL INFORMATION**

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Welcome to our Privacy Policy page! When you use our web site services, you trust us with your information. This Privacy Policy is meant to help you understand what data we collect, why we collect it, and what we do with it. When you share information with us, we can make our services even better for you. For instance, we can show you more relevant search results and ads, help you connect with people or to make sharing with others quicker and easier. As you use our services, we want you to be clear how we're using information and the ways in which you can protect your privacy. This is important; we hope you will take time to read it carefully. Remember, you can find controls to manage your information and protect your privacy and security. We've tried to keep it as simple as possible.

### **1.2 RIGHT TO ACCESS, CORRECT AND DELETE DATA TO OBJECT TO DATA PROCESSING**

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Our customers have the right to access, correct and delete personal data relating to them, and to object to the processing of such data, by addressing a written request, at any time. The Company makes every effort to put in place suitable precautions to safeguard the security and privacy of personal data, and to prevent it from being altered, corrupted, destroyed or accessed by unauthorized third parties. However, the Company does not control each and every risk related to the use of the Internet, and therefore warns the Site users of the potential risks involved in the functioning and use of the Internet. The Site may include links to other web sites or other internet sources. As the Company cannot control these web sites and external sources, the Company cannot be held responsible for the provision or display of these web sites and external sources, and may not be held liable for the content, advertising, products, services or any other material available on or from these web sites or external sources.

### **1.3 MANAGEMENT OF PERSONAL DATA**

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You can view or edit your personal data online for many of our services. You can also make choices about our collection and use of your data. How you can access or control your personal data will depend on which services you use. You can choose whether you wish to receive promotional communications from our web site by email, SMS, physical mail, and telephone. If you receive promotional email or SMS messages from us and would like to opt out, you can do so by following the directions in that message. You can also make choices about the receipt of promotional email, telephone calls, and postal mail by visiting and signing into Company Promotional Communications Manager, which allows you to update contact information, manage contact preferences, opt out of email subscriptions, and choose whether to share your contact information with our partners. These choices do not apply to mandatory service communications that are part of certain web site services.

## **2.0 TERMS AND CONDITIONS OF SERVICE**

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### **2.1 Restoration and Service Guarantee:**

We guarantee our work for 6 months.  
All machines have been checked to work for many more years.  
The Paintwork on Restoration machine is for 5 years.  
The Guarantee covers: Any component we replace in your motor.  
Electrical parts have been tested and are covered by guarantee.  
Gearbox if we replace or change any gears.  
Paintwork if the paint bubbles up or changes colour.

### **2.2 The guarantee does not cover:**

If any original gear or planetary hub fails.  
(These machines are up to 60 years old and we cannot guarantee the life of original components)  
As we check the motor running healthy if your armature fail there is no cover by guarantee.  
Upgrade motors are covered by the manufacture for 6 months.  
Gearbox conversions are covered by guarantee if the machine shows no symptoms of abuse or overload .  
Planetary hubs originals are not covered under guarantee  
Paintwork, if the machine has been drop, or have accidental scratches are not covered by guarantee  
Original Plastic trims are not covered.  
We are not responsible for any damage caused from any attachment used by the customer connected to their mixer.  
The customer needs to ensure their attachment is in good working order before use.

The guarantee no cover if you overload and/or no follow the instructions details on the Recipe and instruction book provided by the Manufacture

Restored and Serviced mixers are suitable for domestic use only.

### **2.3 Damage in Transit:**

Our Courier Service is one of the Best to take care your Parcel, at unlucky event the machine get damage in transit, you must notify immediately and Kenwood Chef Service must follow instructions and indications by the courier asking for: Photos of damage, photos of Packing material, Photos of Box. also other enquiries. Damage in Transit is a case out our control and the final decision is of the Courier Company, the machine is collected, fixed and back to the customer with no charge

If the damage was accidental by the customer: Customer must pay Delivery for both ways and Parts required, Kenwood Chef Service not charge for the labour or fees. - Accidental damage are not cover by guarantee.

### **2.4 Notice of Defect:**

The customer's obligation to examine the repair objects and to make a complaint in respect of a defect immediately on receipt is determined by Art. 377 Commercial Code.

If the customer fails to notify us of the defect within 24hours after return of the repair object the repair shall be considered as having been properly performed, unless the defect could not have been discovered by the examination.

### **2.5 Defect on different area:**

The guarantee covers our work for 6 months as state on section 2.1 of this contract, we reserve the right to refuse on guarantee any area your machine not be required on time.

examples: your machine came with Gearbox issue (mechanical) but after 3 months develop a electrical issue. The electrical issue may no cover by guarantee because was not part of the serviced required on that time.

### **2.6 Timescale:**

The Timescale on Service/Repair are between 7-10 working days, if a New part is required and the provider fail to deliver on time because the manufacture have no stock or is discontinued, we let you know the estimate time when back in stock.

Timescale on Restorations are between 4-5 weeks if all going well and all parts are in stock.

To models A700 can be take till up 7-8 weeks

### **2.7 Service Provided:**

On our Website on each section explain with detail what include each service, Service Repair, Restorations.

Also each service depends on model of your machine, A701/ KM series etc.

Is very important the customer (you ) understand what include and what not include before order our services

The continuation of use our service mean you understand and agree our Terms and Conditions.

### **2.5 Compliments and complaints**

If you have a compliment or complaint, we really want to hear from you.

We welcome your comments as they give us the opportunity to put things right and to improve our service.

Please phone us on: 07845111560 and Text phone

Or write to: Kenwood Chef Service Ltd. 10 Elmwood Avenue, Bridgwater- Somerset, TA6 6AQ.

Email: [info@kenwoodchefservice.co.uk](mailto:info@kenwoodchefservice.co.uk)

Kenwood Chef Service Ltd. will endeavor to resolve all disputes amicably and professionally normally within 14 days. If the dispute should take longer, Kenwood Chef Service Ltd. will notify the customer accordingly.

The obligation of Customer is give to the company opportunity to put things right within 28 days Where a dispute cannot be resolved within our internal complaints we able to offer full or partial Refund.

### 3.0 COPYRIGHT NOTICE

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You may not, except with our express written permission, distribute or commercially exploit the content. Nor may you transmit it or store it in any other website or other form of electronic retrieval system.

#### 3.1 Changing our terms and conditions:

We reserve the right to update our terms and conditions at any time.

Please check regularly for any changes, which will be immediately applied to your continued use of our website and services.

#### Corporate Details

### **Kenwood Chef Service Limited**



10 Elmwood Avenue

Bridgewater – Somerset TA6 6AQ

United Kingdom

Registered in England and Wales -No: 10007523

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