

A close-up photograph of a person's hand pulling a semi-circular brass handle on a dark blue kitchen cabinet. The cabinet has a white countertop above it, which holds some green herbs and a wooden cutting board. The lighting is warm and focused on the hand and handle.

Magnet

Better. By design

Kitchen warranty guide
Caring for your kitchen

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Congratulations, you're a Magnet kitchen owner

Welcome to your beautiful new Magnet kitchen – and congratulations once more! We're so pleased you chose Magnet, and we're here to help you enjoy it for years to come.

This kitchen isn't just a room; it's the heart of your home, crafted with care and designed to make every day feel better. As part of the Magnet experience, you'll also have the support of our dedicated team and the reassurance of your comprehensive warranty. Let's make sure you feel confident in looking after your new space.

Using this guide

This guide is here to make it easy for you to care for your kitchen and understand exactly what's protected within warranty. You'll find clear tips on looking after your cabinetry, appliances, worktops, sinks and taps – all tailored to your Magnet kitchen.

We've also included simple explanations of what's covered under your warranty and what steps you can take to keep it valid. Wherever you are in your kitchen journey, think of this as your go-to resource – we're always here if you have questions.



Furniture

Caring for your kitchen furniture,
and your warranties

We're excited to guarantee your kitchen and want it to stay beautiful for you and your family for many years. By following these simple care tips, you can ensure your kitchen stays in great condition.

General care

Modern materials and finishes are designed to resist heat, moisture, and stains, but it's important to avoid direct contact with excessive heat. Always wipe up any moisture as soon as possible to prevent damage. Clean up spills immediately using a soft, dry cloth to avoid staining or warping. Prolonged exposure to direct sunlight can cause fading over time.

Although materials are sealed for protection, constant exposure to moisture can cause damage over time. Some items, like worktops and frontals, may have specific care instructions, so please refer to any provided with the product.

Always use your extractor fan when cooking, and remember to maintain it by cleaning or replacing the filter as per the manufacturer's instructions.

Normal wear and tear is expected in a kitchen, but it's important to note that damage from daily use isn't covered by the product guarantee. Also, materials like wood may change colour over time, which is a natural process and not covered by the guarantee.

Specific care instructions

Please ensure unpacked painted products are stored flat during fitting.

Please follow any additional care instructions provided with your products and keep a record of them for future reference.

Cleaning frontals, panels and trims

General cleaning:

- Use a mild (1%) solution of water and soap to clean frontals, panels, and trims unless otherwise stated.
- After cleaning, wipe off any excess moisture with an absorbent cloth and finish by drying the surface with a soft, lint-free cloth.
- These surfaces are moisture-resistant but not waterproof, so always ensure they are dried if wet. Not doing so could cause damage that isn't covered by the product guarantee.
- Be cautious when mopping floors to avoid excess moisture near kitchen products. If any product gets wet, dry it thoroughly.

Important

Many kitchen cleaners contain abrasive chemicals; ensure small print and instructions are thoroughly read. Our products are manufactured to the highest standards of quality and finish. However, due to the nature of the materials and manufacturing processes, small traces of glue residue may occasionally be present. This does not affect product performance and can be easily removed using a clean, dry microfibre cloth. Please do not use blades or sharp tools, as these may damage the surface and invalidate any applicable warranty.

Timber

(including veneered and painted doors)

Care and maintenance:

- Timber products may naturally change colour as they age. This is normal and depends on environmental factors.
- The grain and colour variations in timber are part of the natural beauty of the wood; no two pieces of timber are the same.
- Due to being a natural product timber can move over time in line with seasonal changes in moisture.

Foil wrapped frontals

Care and maintenance:

Within 48 hours of installation, remove the protective film carefully from the edge of the door. Never use knives or cutting tools, as they may damage the product.

All frontals

Cleaning:

- Clean spills immediately for easier removal.
- Use a microfibre cloth to wipe away stains or spills.
- Clean with a mild (1%) solution of water and soap.
- If any glue residue remains from the protective film, wipe it off with a microfibre cloth.
- After cleaning, always dry the surface with a microfibre cloth for a streak-free finish.

Glazed products

Cleaning:

- Use specialist glass cleaners according to the manufacturer's instructions.
- Try not to allow the cleaner to come in to contact with non-glazed areas of the frontal.
- Keep the glass ID labels from glazed units for future reference.

Appliance frontals

General care:

Integrated appliance frontals are exposed to varying temperatures and water. Refer to the manufacturer's care instructions for these products.

Dishwasher care:

Many dishwashers have an auto drying setting which automatically opens the door to allow air circulation and steam release. It is recommended to wait for the cycle to completely finish and allow time for the contents to cool, particularly with laminate worktops to mitigate moisture ingress. Regularly inspect and clean the dishwasher seal to prevent steam from escaping.

Frontal alignment

Maintenance:

- Screw connections to the cabinet may loosen over time. If this happens, realign the frontals promptly. Be careful not to overtighten the screws.
- Refer to the Magnet Installation Guide for instructions.

Note: this alignment is not covered by the 24-month fitting guarantee.

Handles

Cleaning:

Clean these products with a 1% dilute solution of liquid soap and rinse with clean water, drying with a soft cloth immediately afterwards.

Weight restriction:

Certain products, like drawer boxes and pull-out storage, have weight limits. Overloading them can cause damage over time.

Drawer boxes

300-600mm drawer boxes have a weight limit of 30kg. For drawer boxes larger than 600mm, the bottom drawer has a weight limit of 50kg. Please note all other drawers still have a 30kg weight limit.

Cabinet weight limits

The below table summarises the weight restrictions against all our cabinetry.

Type/size of cabinet	Ready to assemble cabinet	Pre-built cabinet
300mm	9KG	20KG
400mm	12KG	28KG
450mm	14KG	32KG
500mm	15KG	36KG
600mm	22KG	45KG
800mm	24KG	55KG
900mm	27KG	61KG
1000mm	30KG	69KG
Corner unit	23KG	69KG

Pull outs

Refer to manufacturer guidance for weight restrictions.

Wall units

Ensure all supplied wall brackets are properly fixed as stated in the instructions for maximum safety and stability. Distribute heavier items toward the bottom of the unit and lighter items at the top to avoid overloading.

Tip: Always refer to the manufacturer's guidelines for specific weight limits, which may also be indicated on the product itself.

By following these simple care guidelines, you can help your kitchen remain in top shape for years to come. Feel free to reach out to your dedicated designer if you have any questions.

Your furniture warranty

Product	Guarantee period	Notes
Pre-built cabinets*	Lifetime	The product must be maintained in line with the aftercare instructions provided. Excludes components and fittings. Excludes electronic mechanisms.
Flat-pack cabinets	15 years	
Frontals	5 years	The product must be maintained in line with the aftercare instructions provided. Excludes reasonable wear and tear and damages. Excludes colour changes due to environmental factors.
End and filler panels		
Plinths		
Trims		
Handles & knobs	5 years	The product must be maintained in line with the aftercare instructions provided.
Blum drawer boxes	Lifetime (20 years)	Manufacturer guarantee.
Blum hinges	Lifetime (20 years)	Manufacturer guarantee.
Kessebohmer storage	5 years	
Ninka bins	5 years	
Lighting	5 years	Guaranteed against a manufacturing fault. Replacement bulbs are not covered by the guarantee.

*Cabinets sold as part of a pre-built kitchen but provided in flat pack form e.g oven housings and corner larder units are eligible for the lifetime guarantee

For all claims contact the store the kitchen was purchased from





Appliances

Caring for your appliances,
and your warranty

Your appliances come with a full set of instructions to help you get the best performance and lifespan from them. We recommend keeping these instructions in a safe and easily accessible place, so you can quickly refer to them whenever needed.

From cleaning tips to troubleshooting and maintenance advice, these guides are there to help you care for your appliances and keep them running smoothly for years to come.

Care instructions - all appliances
Your appliance comes with instructions for use. Please keep them in a safe place so you can easily refer to them whenever you need.

Your appliance warranty

Your appliances warranty differs from one manufacture to another and starts from the date you received the appliance. The below table outlines what you can expect if you have an issue prior to registering the warranty.

Time from delivery	What to expect	Notes
Up to 30 days	You may request a replacement appliance or choose to accept a repair.	We will always arrange a service call by the manufacturer to affirm the fault and to offer a repair if possible. You do not need to accept a repair, and should you choose a replacement the manufacturer will arrange it with you directly.
31 days to 6 months	We will agree that the manufacturer makes a repair.	We will arrange a service call by the manufacturer. Where a repair is not reasonable we will agree that the appliance be exchanged and generally the manufacturer will arrange it with you directly.
6 months to end of manufacturer's warranty		We will arrange a service call by the manufacturer. Where a repair is not reasonable we will agree that the appliance be exchanged and generally the manufacturer will arrange it with you directly.

Tip: We strongly recommend that you register your appliance and purchases with the manufacture to activate your warranty, many of who offer an extended warranty for doing so.

Supplier	Manufacturer's warranty period	Notes	Service contact
AEG	2 years		03445 616616
Beko	2 years	Must be registered with Beko to obtain the 2nd Year.	0333 207 9710
Bosch	2 years	Selected products benefit from a 5 year warranty.	0344 892 8979
Caple	1 year		0117931900 Option 1
Electrolux	2 years		03445 616616
Elica	2 years		01252 351111 Option 2
Neff	2 years	Selected products benefit from a 5 year warranty.	0344 892 8989
Rangemaster	2 years		0800 804 6261 or 0370 789 5107
Roroshetta	5 years		0330 094 7775
Samsung	2 years	Selected products may benefit from a 5 year warranty, subject to promotion.	0330 726 7864
Siemens	5 years	Selected products benefit from a 5 year warranty.	0344 892 8999
Smeg	2 years		0344 557 9907 Option 3
Smeg	5 years	Victoria range cookers only.	0344 557 9907 Option 3

Consumables such as lightbulbs and filters are not included under the guarantee; these can be purchased from the manufacturer's website or service centres.





Worktops

Caring for your worktops,
your warranties

At Magnet, we offer a wide range of worktop materials, from natural to man-made surfaces. Below, you'll find a brief overview of each type.

Type	General information
Laminate	Laminate worktops mimic the look of stone or wood but at a more affordable price. They are easy to clean and a great choice for kitchens. The top surface features a patterned design.
Compact laminate	Compact laminate worktops are made from solid layers of laminate, which means they're double-sided with a solid colour core. These worktops don't require edging and can be used with undermount sinks or drainer grooves. Periodic oiling will keep them in top condition.
Timber	Timber worktops are made from natural wood, so expect variations in colour and grain between different worktops. They add a beautiful, natural touch to any kitchen but require extra care. You'll receive oil with the worktops, and once your fitter has completed the installation, it's important to maintain the surface by regularly applying the oil, as per the provided instructions. All Magnet timber worktops are PEFC/FSC certified.
Minerva	Minerva worktops are durable, man-made surfaces. Joints are usually discreet, though on some colours and patterned tops, they may be more noticeable. They are one-sided and come in pre-determined slab sizes, so larger islands may have visible joins. Your designer will explain the details to you.
Bespoke worktops	Bespoke worktops are custom-made to fit your unique kitchen design. This process requires a template, which will take one or two weeks while the worktops are manufactured. You'll need to be present for the template, and your kitchen must already be fitted. If Magnet is installing your kitchen, we can provide temporary worktops with a sink and limited cooking facilities during the waiting period. If you're using your own fitter, they may also offer temporary tops upon request.
Granite	Granite is a natural stone, with variations in colour, grain, and pattern due to its formation process. Some differences between pieces of granite may be noticeable, and the colours might not exactly match the sample you've seen. While we work closely with trusted partners to minimize these differences, some variation is inevitable. Joints will be visible. The underside of granite worktops is typically not polished.
Corian	Corian worktops are durable, man-made surfaces. Joints are usually discreet, though on some colours and patterned tops, they may be more noticeable. Larger surfaces may require joins due to the size of the slabs—your designer will inform you of this. Clean up spills immediately, and avoid scratches by using cutting boards. Corian can handle high temperatures but should not come into direct contact with hot pots or pans, so always use trivets. The process for ordering, templating, and fitting is the same as for granite (details on the previous page). The underside is typically not polished.
Silestone	Silestone is a durable, man-made material composed of natural stone. Large surfaces will require visible joints due to the size of the slabs, and some variation will occur, especially with grained or "sparkling" quartz surfaces. The underside is typically not polished.
Dekton	Dekton is a highly durable, man-made surface made from ultra compact stone. Similar to Silestone, Dekton may require joints on large surfaces, and these will be visible. The surface pattern will show natural variation, so it's important to confirm the layout before installation.
Deco Glaze	Deco Glaze offers beautiful coloured glass surfaces for use as splashbacks. They come in standard sizes, so there may be visible joins on larger runs. Your designer will confirm this with you.

All materials

Most worktops are supplied with separate instructions from the manufacturer to help maintain their appearance. But here are some general tips for taking care of your worktops:

- All surfaces should be cleaned regularly with a solution of dilute liquid soap (1%). Use a damp cloth and wipe dry immediately.
- Spillages should always be wiped up immediately.
- Hot pans, dishes or objects from the oven or hob should never be placed directly on the work surface.
- Do not cut directly onto the surface.
- Please retain specific maintenance instructions that may be provided by the manufacturer.

Laminate

General cleaning:

- Gently wipe the surface using either a damp cloth or sponge with a mild detergent or non-abrasive cleaner diluted in warm water.
- It is important to avoid using abrasive scouring powders, creams or polishes. It is always advisable to wipe off any spillages immediately.
- Spillages, excess and standing water or fluids can and will deteriorate edges if left for any period of time (wipe up / away immediately).

Treating stains:

- Persistent stains should be treated with white spirit.
- Whilst the surface will resist most household foodstuffs, including coffee and red wine, certain items such as shoe polish, dyes and nail varnish will stain.

- Gloss worktops need extra care to maintain the surface finish, wiping any inclusions will cause scratching of the surface.

Compact laminate

General cleaning:

- Gently wipe the surface using either a damp cloth or sponge with a mild detergent or non-abrasive cleaner diluted in warm water.
- Gently buff with a cloth to dry the surface fully.
- Do not use acidic, alkaline or abrasive cleaners, expose the laminate to household bleach for prolonged periods of time, or apply excessive scrubbing.

Treating stains:

- Magnet Compact Laminate worktops have a solid, non-porous surface which is resistant to stains, mould, mildew and bacteria growth.
- We recommend normal everyday spills be wiped away without delay using a damp cloth to avoid any potential staining.
- If any discolouration appears due to coffee, tea or fruit juice spills, the first stage is to clean the surface using a mild detergent mixed with water.
- Please note: the following steps are not for everyday cleaning, and may damage the worktop if done on a regular basis.
- If the stain remains, try an even mix of domestic bleach and warm water making sure you protect your hands with gloves.
- For stubborn stains apply a non-abrasive cream cleaner to a non-abrasive nylon brush and rub gently over the stain.

- Finally, and if previous methods fail, try rubbing the area in a circular motion with a scouring pad in warm, soapy water.
- At the end of each stage rinse with warm water and gently buff the surface completely dry with a cloth.

Timber

Material properties and maintenance:

- Wooden worktops will expand and contract - this is natural and they must be fitted to allow expansion and movement, if not they are likely to bow, cup, or twist.
- Timber worktops should be re-finished with a thin coat of worktop oil at least annually; areas of higher use may need re oiling more regularly to restore the surface finish and sheen.
- If you need to restore the sheen of the worktops as and when you feel they start to look a little dull or for precaution every 6 to 12 months, a further coat of worktop oil will refresh them to a natural beauty.

General cleaning:

Clean the worktops with a sparing amount of warm water, a drop of washing up liquid and a well-rung cloth.

Treating stains:

- More serious blemishes can be smoothed out and re-finished. Make sure that the worktop is totally clean and dry, and using progressively finer abrasive paper/pads, work in the direction of the grain only, with long, firm strokes to gently sand out the damage.
- Sanding removes the oil surface finish along with the darker, top layer of wood to leave a lighter coloured,

dished area, so take care not to sand deeper or farther than is necessary.

- It is then necessary to re-finish with a thin coat of worktop oil, and ensure ongoing maintenance.
- Please note: DO NOT use any cleaners containing ammonia as this will cause permanent damage and discolouration to timber.

Minerva

Material properties and maintenance:

- Over a short period of time in use in the home, Minerva worktops will develop a smoother finish and appearance.
- In the first days after installation the dry finish of the surface may show finger marks more readily than it will do when it has achieved this patina.

General cleaning:

- Regular cleaning with warm soapy water is the usual first step to remove surface marks.

Treating stains:

- If grease marks remain following general cleaning, the gentle abrasive of Cif cream cleaner will remove most marks without harming the surface at all.
- For very stubborn grease marks or burnt on areas of fat splashes for instance, Fairy Power Spray will cut through this very easily.

Granite

Material properties and maintenance:

- A natural stone, granite is porous, and susceptible to staining

General cleaning:

- Apply neutral soap to the affected area and gently rub in a circular

- For grease, fat and oil residues use a microfibre cloth and rub over the stain with some diluted bleach, then rinse several times with warm water and dry with a soft cloth. Bleach can discolour worksurfaces made with Corian®.

Corian

Material properties and maintenance:

- Corian worktops are durable, man-made surfaces. Joints are usually discreet, though on some colours and patterned tops, they may be more noticeable. Larger surfaces may require joins due to the size of the slabs—your designer will inform you of this. Corian can handle high temperatures but should not come into direct contact with hot pots or pans, so always use trivets. Cutting boards should be used to avoid scratches. The process for ordering, templating, and fitting is the same as for other bespoke worktops (details on the previous page). The underside is typically not polished.

General cleaning:

- Clean up spills immediately. Do not use bleach as this can discolour worksurfaces made with Corian.

Silestone

Material properties and maintenance:

- Silestone is resistant to impact and scratches.
- Silestone boasts low porosity making it resistant to water and stains, which can be easily removed with standard cleaning products.

General cleaning:

- Use soapy water or widely available surface cleaners; remove excess detergent with a soft cloth, rinse the surface with warm water then wipe with a dry soft cloth.
- For lime scale, apply an anti-limescale product to the affected area, gently

rub in a circular motion with a damp microfibre cloth, and dry the surface.

- For rust and metal stains apply an oxide cleaner and leave it to work for 5 minutes, rinse with water and dry the surface.
- For wine, tea, coffee and food colouring, dilute bleach in water (15% bleach solution) and rub on the stain with a damp cloth in a circular motion. Leave it to work for 2 minutes and then rinse and dry the surface. If the stain persists, repeat the process.

Dekton

Material properties and maintenance:

- Dekton is resistant to impact and scratches, with a hardness rating to equal quartz.
- Dekton boasts low porosity making it resistant to water and stains, which can be easily removed with standard cleaning products

General cleaning:

Apply neutral soap to the affected area and gently rub in a circular motion with a damp microfibre cloth, leave to work for a couple of minutes, wipe off any soap residue with a cloth, and dry the surface.

Treating stains:

- For wine, tea, coffee and food colouring, apply detergent to the affected areas, gently rub in a circular motion with a damp microfibre cloth and dry the surface.
- For grease apply detergent or grease remover to the affected areas, gently rub in a circular motion with a damp microfibre cloth and dry the surface.

Deco Glaze


General cleaning:

You can clean the glass with any regular glass cleaner and a soft cloth.

Your worktop warranty

Type	Guarantee Period	How to Claim
Laminate	5 years	Contact the Magnet store the kitchen was purchased from.
Compact laminate	2 years	Contact the Magnet store the kitchen was purchased from.
Timber	1 year	Contact the Magnet store the kitchen was purchased from.
Minerva	10 years	The customer must register the warranty on the Minerva website and contact the Magnet store the kitchen was purchased from with your warranty number, they will raise the claim with Sylmar.
Granite	2 years (fabricator workmanship).	Contact the Magnet store the kitchen was purchased from.
Corian	10 years (manufacturer material warranty) 2 years (fabricator workmanship).	Contact the Magnet store the kitchen was purchased from.
Silestone	25 years (manufacturer material warranty) 2 years (fabricator workmanship).	The customer must register the warranty on the Cosentino website and contact the Magnet store the kitchen was purchased from with your warranty number, they will raise the claim with Cosentino.
Dekton	25 years (manufacturer material warranty) 2 years (fabricator workmanship)..	The customer must register the warranty on the Cosentino website and contact the Magnet store the kitchen was purchased from with your warranty number, they will raise the claim with Cosentino.
Deco glaze	10 years (manufacturer material warranty) 1 year (fabricator workmanship)	Contact the Magnet store the kitchen was purchased from.

Tip: We strongly recommend that you register your appliance and purchases with the manufacture to activate your warranty, many of who offer an extended warranty for doing so.

A close-up photograph of a person's hand pouring water from a glass teapot into a sink. The water is splashing, and steam is rising from the sink area. The background is blurred, showing a kitchen setting.

Sinks & Taps

Caring for your sink and tap, and your warranties

To keep your sink and tap looking and performing at their best, we recommend the following care tips:

For day-to-day cleaning, use a 1% diluted solution of liquid soap. Rinse with clean water and dry immediately with a soft cloth to avoid water spots or streaks.

If you encounter stubborn stains or marks, please refer to the manufacturer's instructions that came with your product. These guidelines will help you safely remove any tough marks while protecting the finish and performance of your sink and tap.

By following these simple care steps, you'll ensure your sink and tap remain in top condition for years to come.

Care instructions - all materials

To clean your products, use a 1% diluted solution of liquid soap, rinse with clean water, and dry immediately with a soft cloth. For stubborn stains please refer to the manufacturers instructions provided with your product.

Your sink and tap warranty

	Supplier	Guarantee Period	Notes	Service Contact
Sinks	Caple	Lifetime		0117 931900 Option 1
	Franke	50 years		0161 436 6280 Option 4
	Pyramis	Lifetime		Contact the Magnet store the kitchen was purchased from.
	Schock	5 years	Concentrated bleach will break down a composite surface over time and should not be used.	Contact the Magnet store the kitchen was purchased from.
	Villeroy & Boch	5 years		0117 938 1900 Option 4
Taps	Abode	1 year	Surface defects, o-rings, hoses and gaskets.	01226 283 434 Option 2
	Abode	5 years	Materials and workmanship defects; valves and working parts.	01226 283 434 Option 2
	Abode	2 years	Proboil unit as used with Pronteau hot water taps.	02475 098 475
	Franke	5 years	Valve mechanisms and working parts.	0161 436 6280 Option 4
	Franke	1 year	Coatings, finishes and o-rings	0161 436 6280 Option 4
	Paini	2 years	Washers and ceramic disc valves are not included within the guarantee.	0207 923 3355
	Quooker	2 years	Excludes consumable parts and issues caused by faulty installation or limescale.	0161 768 5900
	InSinkErator	2 years	Washers and ceramic disc valves are not included within the guarantee.	0800 389 9175





Installation

What your installation warranty covers

Your new kitchen is built to last, and we're here to help you keep it that way. As part of your two-year installation guarantee, it's important to follow the care and maintenance guidance in your warranty guide. This helps us ensure your kitchen stays in top condition and that your warranty remains protected.

Please take a moment to periodically check for things like water leaks or any early signs of wear and tear. It's a simple way to keep everything working smoothly and to ensure you get the full benefit of your guarantee.

If you ever have any questions or concerns, we're always here to help.

Product	Guarantee Period	Notes
Magnet installation	2 years workmanship	You need to maintain the kitchen; this includes checking periodically to make sure, for example, that there are no obvious water leaks.

A few important notes about your warranty

We're always working to bring you the best in kitchen design and innovation, which means our product ranges and features may change from time to time. Occasionally, this might mean we need to discontinue a range so we can introduce new styles and updates.

If a product covered by your guarantee has a fault and we're unable to provide a like-for-like replacement, we'll offer you a fair price reduction. This reduction is based on the original price you paid and the time remaining on your guarantee.

When you make a claim, we may need to visit your home to inspect the product before any repairs, removals, or dismantling takes place. This helps us understand the issue and give you the best possible advice.

Please note that your guarantee will no longer be valid if any repairs, replacements, or remedial work are done without first speaking with us and getting our agreement.

It's also important to know that the guarantee doesn't cover damage caused by improper use, negligence, or failing to follow the care guidelines we've shared.

Natural changes, like colour variations in wooden, wood veneer, or painted products over time, are a normal part of how materials age and aren't covered by your guarantee. Environmental factors like sunlight, cooking odours, and cleaning methods can all contribute to these changes.

Accidental damage, everyday wear and tear, or colour changes from smoke or environmental factors aren't covered. Similarly, if a product is defective because of poor kitchen planning, faulty installation, or not following the manufacturer's instructions, it's not included in the guarantee.

Please also be aware that the guarantee doesn't extend to any consequential loss – for example, if other household items or furniture are affected by an issue.

Remember, nothing in this guarantee affects your statutory rights as a consumer.

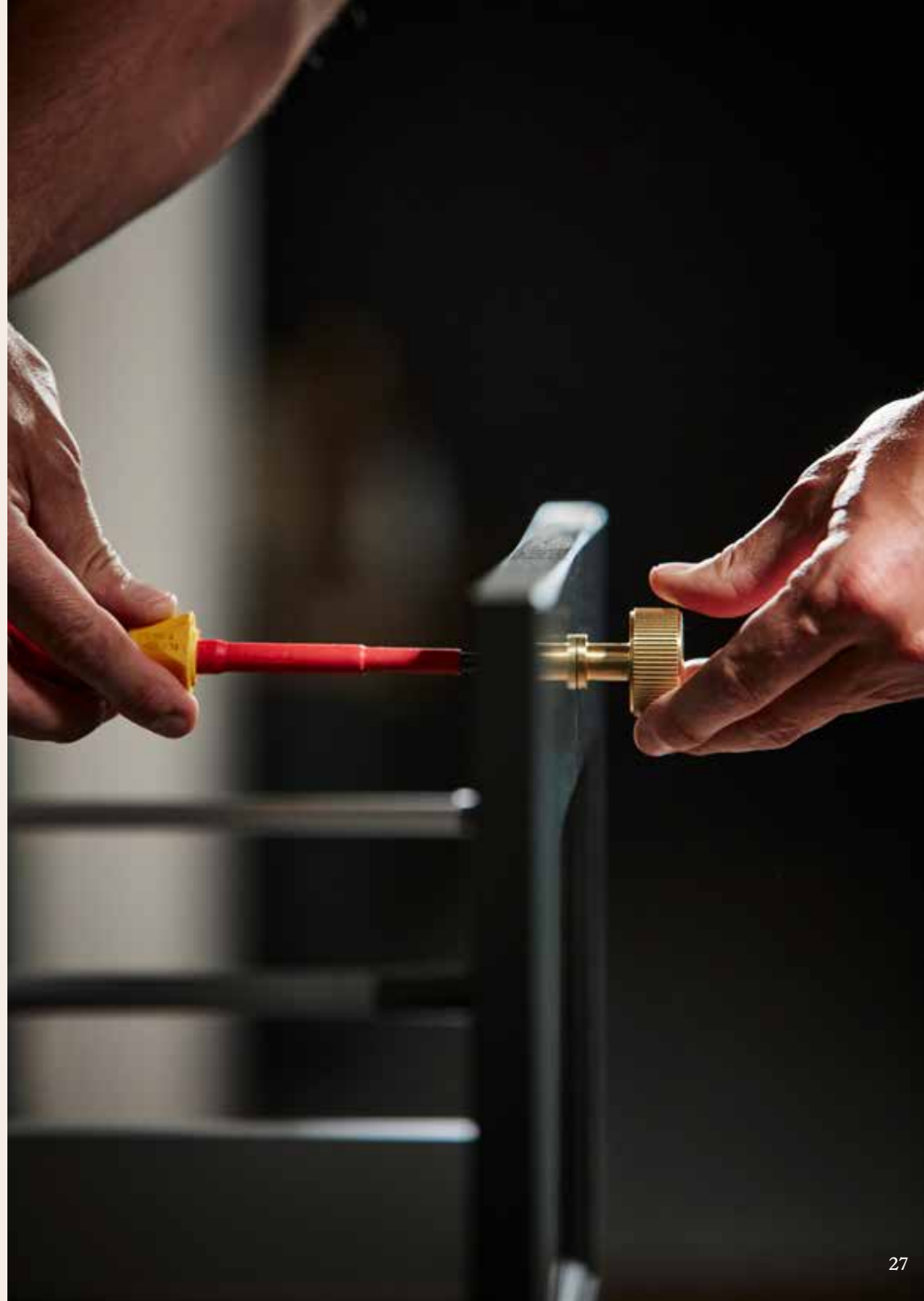
We're proud to stand by the quality and care that goes into every Magnet kitchen, and we hope these guidelines give you the confidence and peace of mind you deserve. If you ever have questions or need more information about your warranty, don't hesitate to get in touch with our friendly Customer Care team – we're always happy to help.

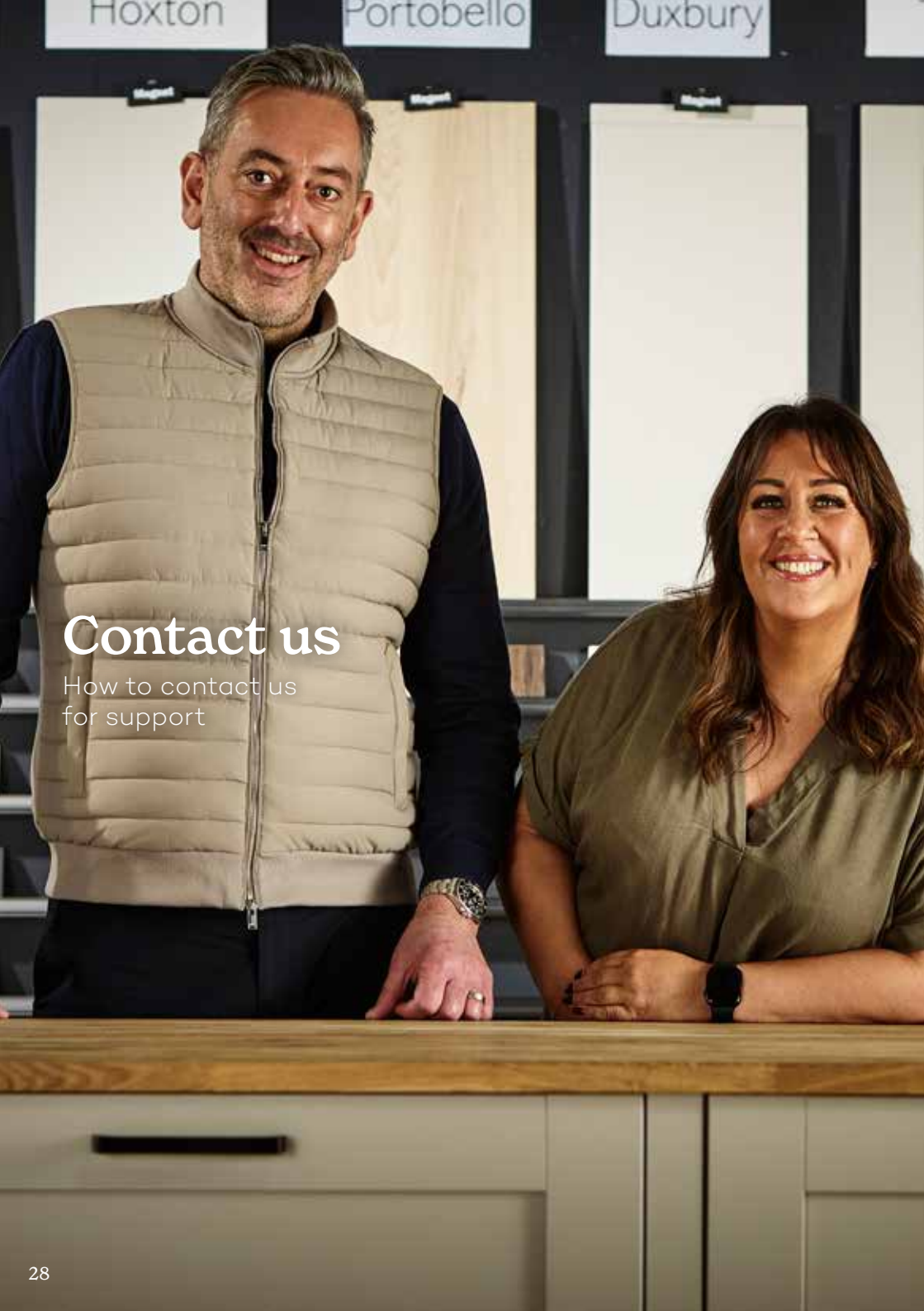
Transferring your warranty to a new homeowner

Your Magnet warranty covers products installed for domestic use in the United Kingdom and the Isle of Man, and it's designed to stay with your kitchen – even if you move.

If you sell your home, you can transfer the warranty to the new homeowner. Just make sure you pass on the warranty document and proof of purchase, as these are needed for the guarantee to remain valid. The warranty will continue to protect the kitchen at the address where it was originally fitted.

If you need any help with transferring your warranty or have any questions, your dedicated designer, store or our Customer Care team are always here to guide you through the process.





Contact us

How to contact us
for support

At Magnet, we're always here to help you get the most out of your kitchen. Whether you've got a quick question, need to make a claim, or just want a little extra reassurance, your dedicated Customer Care team is on hand to support you.

Meet our customer care team

Our team of kitchen experts and service advisors are ready to assist you with any questions or concerns. They're committed to making sure your Magnet experience stays smooth and stress-free.

How to make a claim

If you ever need to make a claim under your warranty, please let us know as soon as possible – we're here to help. You can reach us by phone or email and our team will guide you through the process and keep you updated every step of the way.

For most product-related claims, it's usually best to contact the store where you purchased your kitchen. You may be asked to provide evidence of purchase (like your receipt) as well as a copy of the Guarantee Certificate. This helps us make sure everything is handled quickly and smoothly.

If your claim relates to installation (where Magnet installed your kitchen), you'll need to provide a copy of the 24-month Installation Guarantee. If you don't have this to hand, don't worry – we'll search our records to confirm your details and help you get everything sorted.

We understand that sometimes issues can arise. If you're not happy with how things are going, let us know. We'll work with you to find a solution as quickly and fairly as possible.

Speak to customer care

Monday to Friday:

8:30am – 6:00pm

Saturday: 9:00am – 4:00pm

Sunday: Closed

Telephone: 01325 744 093

Email: ccenquiries@magnet.co.uk

Address: Customer Care, Magnet Ltd
Allington way, Darlington
Co. Durham DL1 4XT

Our process and working with The Furniture and Home Improvement Ombudsman

In the rare event we can't resolve a dispute, we work closely with The Furniture and Home Improvement Ombudsman – an independent body that helps resolve disputes fairly. This means you'll always have peace of mind knowing there's extra support if you need it.

If you need to contact FHIO, their details are as follows:

By Post:

The Furniture and Home
Improvement Ombudsman,
Second Floor,
3-4 Viewpont Office Village,
Babbage Road, Stevenage,
Hertfordshire, SG1 2EQ



**Furniture &
Home Improvement**
Ombudsman

Your Magnet kitchen is designed to bring you joy for many years, and the first year is an exciting milestone. To help keep everything in perfect shape, we offer a **first anniversary check** for all kitchens installed by us, a simple way to ensure your kitchen continues to perform beautifully.

How to arrange your first anniversary check

Booking your anniversary check is easy. Just get in touch with your dedicated designer, who will arrange a convenient time to review your kitchen, answer any questions you may have, and offer helpful advice on care and maintenance. It's part of our commitment to supporting you beyond the sale, ensuring your Magnet kitchen stays as stunning and functional as the day it was installed.

Please note, this service is only available to customers who had their kitchen installed by our TrustMark accredited professionals.

Lifetime guarantee certificate

Your lifetime guarantee certificate is your promise of quality and durability, covering your pre-built cabinetry for as long as you own your home, this will be handed to you by your designer. Please keep this certificate safe, it's your key to accessing support whenever you need it.

If you ever need a replacement copy or have questions about your guarantee, your dedicated designer is just a call or email away.

A final thank you

Thank you once again for choosing Magnet. We're honoured to be part of your home and hope your kitchen becomes a space filled with great memories, laughter, and delicious meals.

Remember, we're here for you whenever you need us, whether for advice, support, or just a friendly chat about your kitchen. Welcome to the Magnet family.

Magnet

Better. By design

magnet.co.uk