

Delivery Information Outside Auckland Metro area

IMPORTANT INFORMATION – PLEASE READ

Congratulations! You are now the proud owner of a European made kitchen from Project Kitchens!

Kitchen Cabinets and Stones (Our warehouse/supplier company) will email your freight reference number and transporter contact details. Use this information to contact the transport provider if you would like a precise delivery window. **Be aware that *sometimes* the delivery driver may not call in advance.**

Your delivery will almost always be packaged and wrapped on a pallet. This is very heavy to lift on and off the truck. There is usually only one person delivering, in a very large truck. The driver may not always be able to take the delivery off the truck in one piece and/or may need assistance.

Cabinets are delivered to the nearest outside door by the transport company. If the destination address is unattended (without prior arrangement), difficult to access or dangerous, the driver will deliver to the closest safe area or will return the delivery back to their depot and arrange a new delivery time.

IMPORTANT: Receiving your wrapped pallet: Before accepting the delivery, ensure the wrapped pallet is undamaged. In the unlikely event that the pallet is damaged, please write the word 'damaged' on the truck driver's delivery docket before they leave, then call your Project Kitchens' salesperson. We will ask for photos and a list of the damaged items. If goods are signed for without any notations, it is assumed that everything is fully delivered and in good condition.

IMPORTANT: Unpacking your items after delivery: Once you receive your wrapped pallet, unpack the pallet and check that all items are accounted for and there is no hidden damage. Ensure that you have your itemised cabinet list with you to check that you have received all the items on your invoice. You must report any hidden damage/missing boxes within 24 hours to Project Kitchens of receiving them. We will ask you to provide photos and/or a list of the missing items.

IMPORTANT: The transport company allows **24 hours to lodge a claim of missing items or damage.** Please ensure your inspection occurs within this time period. Claims raised outside of this time period may not be accepted by the transportation company.

For any queries contact your local Project Kitchens sales person.