Mastercraft Kitchens Guarantees – August 2020

Mastercraft Services has moved to a new CRM System called HubSpot, which we are using to create better efficiencies and value across our business. This means that some of our processes are changing for the better.

CHANGES TO KITCHEN GUARANTEES

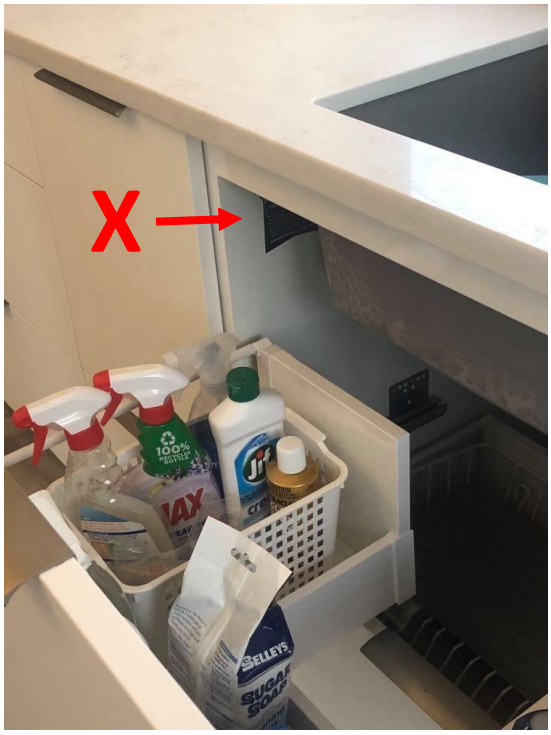
There is now a new generic Mastercraft Guarantee sticker that has a scannable QR code. Kitchens (and other panel joinery projects) are identified by their address rather than the previous unique alpha-numeric code meaning that stickers can simply be affixed in the factory prior to installation.



- New sticker must be placed onto ***every*** kitchen in an inside cupboard or drawer *where it can be easily scanned by a cell phone*. IE not behind a sink, bin or appliance.
- Licensee (or applicable staff) registers the Guarantee as described below at the link provided
- A client can simply scan the code on their phone to get to the Guarantee page on our website to update their details/claim (they can also use traditional methods to go to the website)
- Any activity relating to the Guarantee will be recorded in HubSpot (such as ownership transfer, claim).

STICKER PLACEMENT

A Guarantee sticker must be placed onto ***every*** kitchen in an inside cupboard or drawer *where it can be easily seen and scanned by a cell phone*. IE not behind a sink, bin or appliance.





The Mastercraft 10 Year (transferable) Craftsmanship Guarantee is a mark of quality and must be displayed prominently in a utility cupboard.



REGISTERING KITCHEN GUARANTEES

1. Guarantees must be registered on EVERY kitchen sold. To register a guarantee click here

2. There are two options for registering guarantees.

Register a Guarantee (owner occupied)	Register a Guarantee (NOT owner occupied)
(qualifies for MasterCare plan)	(does not qualify for MasterCare plan)

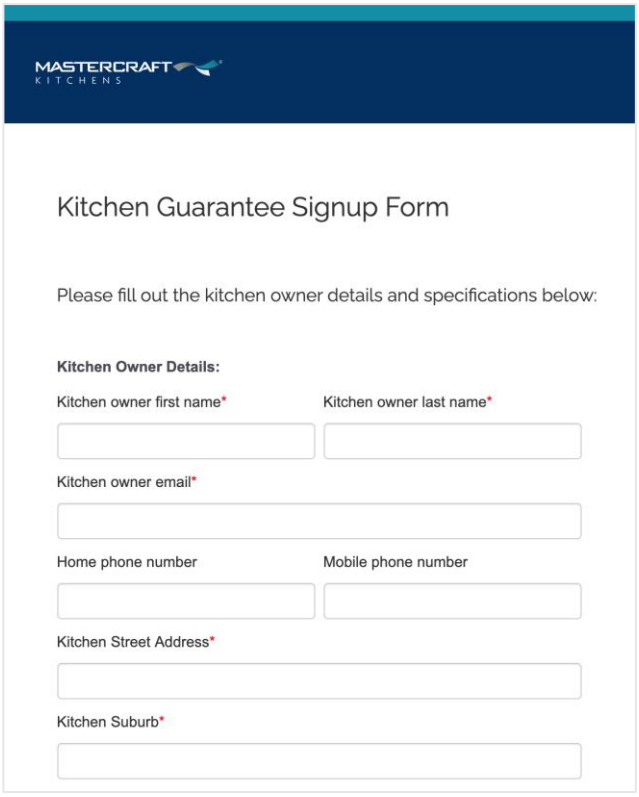
3. Contact details hinge on email addresses, so it is crucial that the correct **client's** email address is recorded when registering Guarantees (not the building company etc).

4. Enter client information into the Guarantee form and double check the details are correct.

5. The installation date can be an estimated date if not known at the time of registration.

6. Complete the rest of the Guarantee form, including:
    a. Kitchen materials used
    b. GHB details if relevant
    c. MasterCare sale

7. If the client has purchased a MasterCare Plan (owner occupied registrations only) at the time of sale choose that option at the bottom of the form



8. On completion of this form, the client and the Licensee will be sent a copy of their Guarantee certificate via email. (If your GHB wants a copy of the certificate too, please forward this onto them).

Automated emails

The client automatically receives their Guarantee certificate via email (it may go into their spam or promotions folder, depending on their mail service provider).

Client copy of Certificate:



The Licensee assigned to the client also receives a copy. Forward this on to your Group Home Builders if they request them.