

General description	Basic Utility Kitchen Cart
Overall Dimensions	811mm high 31.9 inch 843mm wide 33.1 inch 520mm deep 20.4 inch
Weight	41 pounds (43 pounds Gross)
Construction	Ready To Assemble (Consumer to Assemble)
Material	Solid Wood Body, plastic castors
Finish	Natural light wood finish with clear lacquer
Purpose/Product Use	Food preparation, extra work or serving space
Assembly Time	20-30 minutes
Usage	Indoor
Expected Lifetime	5-10 years
Country of Origin	Thailand
Availability	5 years



Selling Points

Why buy	To add additional work and storage space in kitchen or where needed.
Who buys	Person who wants additional food prep area and storage capability. Suitable for home, office, condo, or cottage.
Features & Benefits	Solid wood construction that is sturdy and easy to clean Generous top and pull-out 15x16.5 inch cutting board for prep work Knife block for knife storage Towel bar for hanging towel, aprons, etc. 2 lower shelves for additional storage or serving space 4 castors for easy mobility, 2 locking wheels to keep unit in place
Cost Justification	Multi-function at excellent price
Upsell/cross sell to sister products	One alternative unit 83634 is available which features 6-bottle wine rack, paper towel bar, knife block, and cutting board. Another alternative unit 84920 features 2 open shelves, knife block, and cutting board
Maintenance	
Risks/Dangers/Rewards if maintenance not adhered to	Abrasive soaps or commercial cleaner that contains ammonia or alcohol could scratch or damage finish.
Maintenance schedule	Dust or clean according to cleaning & care instructions as needed.

Cleaning & Care

Wipe with water and dry thoroughly. Use mild soap if necessary. Occasional mineral oil treatment will revitalize wood. Use good furniture oil and follow manufacturer's instruction for application. Avoid use of commercial waxes or polishes, glass cleaners, or abrasive cleaning materials.

Technical Details



Return Qualification

If buyers remorse, what are most frequent reasons and best counters to those reasons:

If damaged, what are questions that can be asked to see how buyer might be responsible? And how might shipper?

Field Destroy / Returns

Returns/Damage Contact

Reasons:

Product looks diferent than how it looked on website
Color or finish was not what customer expected
Product maybe too small or too large for room or use

Counters:

Return the item
Choose an alternate item (84920 or 83634)

Factory Mistakes:

Missing hardware (upon request vendor will provide at no charge)
Missing parts (upon request vendor will provide at no charge)

Shipping Damage:

Damaged upon arrival
Visible damage or evidence of abusive treatment on carton

Replacement parts will be sent, if still unsatisfactory, Field Destroy

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