

## CABINETSMITH® 10 YEAR WORKMANSHIP AND WARRANTY

**Cabinetsmith® Cabinetry warrants to the original consumer purchaser that our Kitchen and Vanity cabinetry will be free from defects in material and workmanship under normal use for a period of ten (10) years from date of purchase. Cabinetsmith® may elect to replace any defective Cabinetsmith® product covered by our Warranty.**

If Cabinetsmith® is liable under the warranty claim, they will arrange replacement of the part required due to defective workmanship. Cabinetsmith will not be responsible for any service/installation charges related to replacement parts.

If a warranted product is no longer available, the manufacturer, at its absolute discretion, may replace the warranted product with substituted item which would be as close as possible in dimension / function and colour. The manufacturer however, cannot guarantee that the replacement item will be exactly the same in all aspects when compared with the original item.

### EXCLUSIONS

This warranty does not apply in relation to any damage to the warranted products caused by the following:

- Improper installation of the cabinets and related accessories
- wear and tear suffered through normal use (including scratches and cuts) or damage caused by impacts or accidents;
- use of inappropriate chemicals;
- Damages caused by wet articles such as dishes or clothes placed in your cabinets or on countertop joints;
- Damages caused by attaching or installing fixture/units inside or outside of your cabinet doors exceeding 3 lbs.;
- Damages caused by overloading your drawers or placing articles above the level of your drawer;
- Damages caused by placing any unnecessary pressure on your cabinet doors by tugging / pulling open / standing on open drawers;
- insufficient or improper care (including inappropriate use of cleaning products);
- cabinet dimensions are subject to a +/- 2mm tolerance per cabinet
- fading, discolouration or damage caused by exposure to intensive or excessive light including ultra violet light, moisture or heat (be careful with kettles, toasters and ranges which should be equipped with a range hood);
- alterations, modifications or use of the Warranted Products which is beyond or inconsistent with the supplied product instructions and which has not been authorized by Cabinetsmith®;
- Thermofoil delamination due to over exposure to heat or water; OR
- The natural aging or darkening of wood color, the inherent growth characteristics of, or variation in wood. (We believe this is the beauty of nature and not a defect. Every attempt has been made to ensure that the colours of the door finishes in the Cabinetsmith® website are as close to the actual finishes as possible. However, please note that due to the limitations of the computer screen, these colours are meant as representations only and that actual finishes may vary from what is on the screen).

## **HOW DO YOU MAKE A WARRANTY CLAIM?**

To obtain replacement under the limited warranty, first contact your authorized Cabinetsmith® dealer or distributor. If the dealer / distributor are not available, feel free to submit the required information to Cabinetsmith®

We can respond quickly and efficiently if you provide the following: a) date and location of the purchase (most helpful would be original bill of sale showing invoice number / sales order number), b) how and the best time to contact you and c) a description of the issue and the product (photographs are most helpful). You can download the warranty form, as supplied, which will help document the apparent problem and expedite the warranty process.

Visit [www.cabinetsmith.ca](http://www.cabinetsmith.ca)

Go to the “Dealer Portal”

Select “Warranty Request” Button and fill out the form.

## **WHAT WILL WE DO?**

Upon receiving your notification, we will send out an acknowledgment within 24 hours to the contact to which you have provided, we will investigate your claim and begin to take action within 30 days after receipt of notification. If your claim is accepted and we choose to replace the product or a component of the product, the replacement of the component / product will be provided in the same specification of the product. If your claim is accepted and no replacement is requested but rather a mutually-agreed upon discount is accepted in lieu of the replacement, the credit will be processed within 30 days of the date the agreement was reached, keeping in mind that the credit will not exceed the purchase value of the replacement / component. If your claim is denied, a Cabinetsmith® representative will respond to you with the reasons for the denial of the claim.

## **IMPORTANT LEGAL INFORMATION**

Cabinetsmith® will not, under any circumstance, be liable for indirect, special or consequential loss or damages (such as loss of use, inconvenience, loss or damage to personal property). In no event shall the Cabinetsmith® liability, under this warranty for a warranted product, exceed the purchase price of that warranted product or its replacement. Cabinetsmith®'s goods come with guarantees that cannot be excluded under the Canadian Consumer Law. You are entitled to a replacement or refund for a major failure. You are also entitled to have the goods replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The warranty is personal to the original purchaser of the warranted products and may not be assigned or transferred, including to any subsequent purchaser of the property upon which the warranted products are installed. Cabinetsmith® reserves the right to have any alleged faulty product inspected by an authorized Cabinetsmith® representative prior to any claim being processed. If the inspection reveals that this warranty does not apply, then the warranty claim will become null and void.