



*Northville Cabinetry*



## L I M I T E D W A R R A N T Y

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### **Coverage of Warranty**

Northville Cabinetry ("Northville") is pleased to provide the following limited warranty on all cabinets imported to and assembled and sold in the United States and Canada by Northville. This warranty does not cover cabinets sold or shipped outside of the United States and Canada. This limited warranty is subject to all limitations, exclusions, disclaimers, and procedures set forth herein. Northville warrants to the original purchasing consumer that all cabinets purchased from Northville will be free from all unnatural defects in material and workmanship in accordance with the Northville quality standards sheet under normal residential use for 5 years from the date of the original purchase or as long as the original purchasing consumer owns the home in which such cabinets are installed, whichever is less. This warranty is non-transferable to subsequent owners of the home.

### **Exclusions**

This warranty supersedes any and all previous warranties by Northville and constitutes the exclusive remedy against Northville for all defects, damages, and workmanship. There are no implied warranties extending beyond the terms of this warranty. Northville shall not be liable for any indirect, special, punitive, incidental, or consequential costs, expenses, or damages. This warranty gives



you specific legal rights, and you may also have other rights, which vary from state to state. It is possible that one or more of the limitations and exclusions in this warranty may not apply to you.

### **Limitations**

This warranty shall become void if the cabinets, cabinetwork, drawer slides, or hinges are modified from their original form, improperly installed or damaged prior to or during the installation, or used in any way other than for residential purposes. This warranty covers only parts and materials of the cabinets as supplied by Northville. This warranty does not cover any products used or installed in connection with cabinets, such as gas or electric appliances, countertops, or plumbing fixtures. This warranty does not apply to products installed in locations that do not maintain year-round environmental controls. This warranty shall not apply to damages caused by transportation, storage, dirt, chemicals, exposure to moisture, humidity, or excessive heat or cold, nor does it cover defects arising from normal wear and tear, misuse, neglect, accidents, alterations, improper use or failure to maintain properly house settling, or acts of God. No installer, retailer, distributor, agent, or employee of Northville has the authority to alter the obligations or limitations in this warranty.

### **Quality Standards**



This warranty covers all damages and unnatural defects that are deemed as such under the current Northville Quality Standards, which should be considered each time a claim for warranty service is being considered. Northville reserves the right to modify or change the Northville Quality Standards at any time without notice.

## **Disclaimers**

The following is a brief recap of some of the characteristics of the wood and finishes on the cabinets you are about to purchase. Please read them carefully. If some of these characteristics concern you, please choose something else. We bring these characteristics to your attention so you will realize that Northville will not be held responsible for these variations in your cabinetry. It is important to note that wood products claimed as defective are most often the result of atmospheric conditions such as excess moisture and humidity. Northville strongly recommends testing the intended location of the products for such conditions prior to installation. **WOOD AND COLOR VARIATIONS:** Wood is a product of nature, and since no two trees are alike, cabinets may vary in color, texture, and grain. Wood characteristics naturally occurring such as variations in color, grain, mineral streaks, pinholes, and knots are not considered defects. Color variations in cabinets are also a natural occurrence due to species, age, the character of cabinets, and exposure to UV light and sunlight. For these reasons, new and/or replacement cabinets may not match display samples and/or existing cabinets.



This may result in overall color variations but is not considered a defect. **WOOD DOORS:** Wood by nature will undergo expansion and contraction movements year after year as it compensates and adjusts to ever-changing atmospheric humidity and temperature conditions. It is very common for center panels on doors to shrink, expand or move during these transitions. Typically, the panel will return to its normal position within a year once it has adjusted to seasonal changes. It is for these same reasons that it is very common for doors to warp during these periods. Doors that are warped up to 1/4" are not considered defective. Note: It is advisable to check if the door was properly installed since doors that appear warped are very often the result of improper installation. **PAINTED FINISHES:** Solid wood is a non-porous, smooth-grained wood. Additionally, wood by nature undergoes periods of expansion and contraction while it adjusts to the atmospheric conditions mentioned above. As such, finish stress lines may become visible on painted cabinets, especially at the joints. Any such occurrence is not considered a defect. **GLAZED FINISHES:** A glazed finish by character is an uneven finish. Some edges and profiles will have heavier hang up than others and glazing may vary from cabinet to cabinet, door to drawer, and item to item. This may result in overall color variations but is not considered a defect.

## Warranty Performance



If a defect does occur within the terms and conditions of this warranty such defective part will be repaired or replaced by Northville at its sole discretion. Northville will not provide or pay for the cost of removal of a defective product, transportation of defective, repaired, or replaced product, or installation of repaired or replaced product. Northville will not be responsible for any shipping damages to the defective, replaced, or repaired product. If the defective item has been discontinued or is not available at the time, Northville reserves the right to replace the item with the most similar item available in Northville's inventory at that time. Northville cannot guarantee that the finish of any replacement will exactly match the finish and appearance of the defective item due to the natural aging process of the wood and finishes of the cabinets. Northville may require at its discretion that the customer submit a clear photo, or that a company representative views the item being claimed before honoring this warranty.

## **Claims**

To submit a claim covered under this warranty, the original proof of purchase and full payment or copies thereof must be provided. Please email all documents to [info@northvillecabinetry.com](mailto:info@northvillecabinetry.com). Your dealer will contact you once your claim has been reviewed.

Product may be returned to Northville with a 20% restocking fee if the following criteria is met:



- The product is not assembled (flat pack only)
- The return is initiated within 60 days of receipt of the product
- The product is not damaged and is in original packaging
- The product has not been discontinued

## Note

Please do not send back any items to Northville prior to receiving proper authorization from customer service. Northville takes no responsibility for any items sent back to Northville without a proper return authorization.