

limited ten year warranty

All products are warranted to the original purchaser to be free from defects in materials and workmanship for a period of TEN YEARS from the date of possession, unless further specific warranties are extended as noted herein. The overall term of the warranty is from the original possession date and replacement parts or products are deemed original for the purpose of this warranty. If a product is found to be defective upon inspection by an authorized representative, the defective part will be repaired or replaced without charge, or a credit allowance may be issued to the Dealer to permit dealer sale on an as is basis.

This warranty obligation is a LIMITED WARRANTY and is for the repair, replacement or credit adjustment of the defective component and those other components integrally associated with it. It does not cover transportation costs or on-site labour charges, nor any damage or product failure due to transportation, installation, abuse or misuse. This warranty covers only those products supplied by us.

Note: If warrantable product is no longer in current production, an alternative solution to the problem will be sought with the customer. This warranty does not cover normal incidental deterioration such as nicks, scratches and abrasions, which are resulting from normal use during the standard life of the product. Material and services supplied by dealers and or installers are not covered.

SPECIFIC WARRANTY

Door hinges, drawer slides, Aspen drawer boxes and Aspen slide out trays carry a Lifetime Guarantee and will be replaced if failure occurs at any time.

WARRANTY CLAIMS

All goods must be inspected immediately upon receipt for any visible damage. Any damage to the goods or missing packages must be noted on Kitchen Craft bill of lading. Any claims of concealed damages, warranties or errors shall be made by the buyer with 10 days of receipt of shipments to the Claims/Settlement department. Failure to make any claims accordingly shall constitute an irrevocable acceptance of the goods and no claims will be accepted 10 days after delivery. Any exceptions will be at the discretion of the Claims/Settlement department and our Kitchen Craft Sales Representative. Kitchen Craft reserves the right to request warrantable product returned for inspection. In these situations, Kitchen Craft will assume freight costs upon authorization of our Claims/Settlement department. In the event that credit for warrantable product is being requested, the merchandise and credit request must be completed and approved by our Claims/Settlement department.

To initiate a claim, please contact the builder, dealer or contractor who installed and sold the product. If that party is unknown or unreachable, contact the following:

Kitchen Craft
1180 Springfield Road,
Winnipeg, MB, R2C 2Z2
1-800-463-9707
customer.service@kitchencraft.com

