

limited five year warranty

All Kitchen Craft products are warranted to the original purchaser to be free from defects in materials and workmanship for a period of FIVE 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 Kitchen Craft 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 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 labor charges, nor any damage or product failure due to transportation, installation, abuse or misuse. This warranty covers only those products supplied by Kitchen Craft of Canada Ltd. Materials and services supplied by dealers and/or installers are not covered.

SPECIFIC WARRANTY

Door Hinges, Metabox drawer slides and metal drawer suspension all 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 the carrier's freight bill and submitted directly to the carrier. Any concealed damages, warranties, errors or shortages shall be made by the buyer, in writing, with 10 days of receipt of shipments. 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 a Kitchen Craft Sales Representative. Kitchen Craft reserves the right to request inspection of warrantable product. In these situations, Kitchen Craft will assume freight costs upon authorization of our Quality Assurance Department. In the event that credit for warrantable product is being requested, the Merchandise Return and Credit Request Form must be completed and signed by the Regional Distribution Manager before any credits will be processed.

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

