

Hawthorne Kitchens Warranty

Thank you for choosing Hawthorne Kitchens.

Hawthorne Kitchens warrants to the original buyer that all cabinetry, excluding countertops, manufactured by Hawthorne Kitchens, shall be free from defects in both materials and workmanship when used in accordance with our care and maintenance guide and employed in normal residential use. This warranty is only applicable to the original buyer, at the initial site of installation, and is not transferable at any point in time. This warranty shall be valid for as long as the cabinetry is owned by the original consumer.

Handles, countertops, cabinet accessories, flooring and other items supplied by Hawthorne Kitchens, but manufactured by others, have varying warranties as per the manufacturer. Any components manufactured by others, but supplied by Hawthorne Kitchens, are not warranted by Hawthorne Kitchens and will only be covered under the express warranty, if any, of the appropriate manufacturer. Please refer to our FAQ Resources section for specific manufacturer warranties.

If our product is found to be defective during the warranty period, Hawthorne Kitchens will decide, in its sole and absolute discretion, to either repair or replace the defective part. Our warranty applies to the repair or replacement of the defective product, and may not cover expenses incurred in the shipment, removal or installation of the product. Hawthorne Kitchens cannot guarantee the style, colour, or finish of the repaired/ replacement materials to be a perfect match to the original pieces. Colour changes in finishes due to sunlight, smoke, grease, cleaners, and daily wear will, over time, dramatically alter the colour of the original product. Combined with the natural aging process and variety of wood, as well as the dye lot variations in paints and stains, there is bound to be variation between old and new. These colour deviations are not eligible for warranty, but the pieces will begin to match more closely over time.

Hawthorne Kitchens shall have no obligation to repair or replace any product that has been discontinued or, in the sole and absolute discretion of Hawthorne Kitchens, has become obsolete. Should a warranty claim be made against an item that is discontinued or obsolete, Hawthorne Kitchens reserves the right to handle each independent claim as it sees most appropriate.

In the case of supply only cabinets, all goods must be inspected upon receipt. Warranty claims for damaged goods must be made within 5 days of receipt of items, and prior to installation.

HAWTHORNE KITCHENS

DESIGNED FOR LIVING - BUILT FOR LIFE

Damages due to misuse, abuse, improper storage, handling or cleaning are the responsibility of the purchaser. Improper installation of supply only cabinets will not be covered under this warranty.

A tolerance of 1\8 inch is considered acceptable in cabinet width. This allows for the different types of finished panels used in cabinet construction. Adequate filler space must be allowed for when installing cabinets. A tolerance of 3\16 inch in door warping (corner to corner) will be considered to be acceptable and will not be grounds for replacement. Warping can be minimized by proper humidity control. Our warranty does not cover service calls to adjust moving components, such as doors and drawers which may require adjustments occasionally. This adjustment is often caused by movements of the home. Similarly, adjustment of cabinet accessories such as lift-down stands or pantry pullouts are not covered under warranty. Adjustments to moving components are part of home owner maintenance and we have clear step-by-step instructions for all our core products in our FAQ resources.

This warranty covers solely the parts, labor, and materials of products manufactured directly by Hawthorne Kitchens. This warranty definitively excludes:

- Any cracking or moisture concerns due to humidity
- Natural variations in grain or colour related to the natural beauty and character of wood, wood veneer, pigment, dye lot, or master cylinder wear
- Any damage, defects, or imperfections caused either in part, or in whole, by sub-trades not hired by Hawthorne Kitchens.
- Any defect, deterioration, or imperfection caused by elements such as, but not limited to, sunlight, cleaners, smoke, fire, grease, humidity, moisture, or water.
- Bathroom cabinets warping, peeling, or flaking due to improper moisture control.
- Any damage/defect that can be attributed to the abuse or improper use of our products. For example, if your cabinetry will be in a non-heated environment all Winter, this determines what materials we can use. This includes any failure to follow our Care and Maintenance instructions.
- Any damage/defect that can be attributed to 'normal wear and tear'. For example, a dull spot on a door near the handle after ten years is not a warranty issue - that is the result of normal wear and tear. This can be touched up, but it is considered a billable service.
- Any tiles, flooring, sinks, taps, appliances, countertops, and plumbing fixtures, including any labour to remove and reinstall any of these components should a manufacturer warranty issue arise.

Warranty Claims will NOT be processed until all products and services are paid in full.

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