



## **Krosswood Cabinets Warranty and Procedures**

### **1-Year Warranty**

All Standard cabinets and accessories sold by Krosswood are warranted to be free from defects in materials and workmanship for a period of one year from the date of shipment, subject to the limitations provided below. As used herein, the term "defects" shall mean a deficiency or imperfection, which causes cabinets or accessories sold by Krosswood to fail in the performance of their essential purpose. It does not cover the following; inclusions or workmanship from factory that have been properly stained and glazed into the cabinet upon receipt or any "new-factory condition" cabinet upon receipt, any and all installation or installation caused repairs, damages, faulty installation work or miss-use. All warranty claims are first reviewed by K.I.B Direct and are at our discretion to replace or repair.

### **The Drawer System**

The structure of the drawer box and its overall ability to store items is warranted to remain suitable for the storage of items normally found in kitchen and bathroom cabinet drawers. While the drawer slides may loosen or tighten over time, the slides are designed to allow an average person to open the drawers with a reasonable amount of effort. Drawer slides that cause an average person to jerk or snatch the drawer in order to open the drawer may be suitable under the warranty for adjustment or replacement, at our discretion. The Kitchen Cabinet Manufacturer's Association rates the drawers of cabinets capable of holding 15 lbs per square foot, evenly distributed within the drawer box. Loading the drawers with items that weigh more than 15 lbs per square foot will VOID this warranty. The manufacturer of the drawer slides dynamically rates them at 75 lbs. We will consider both the lbs per square foot rating and the drawer slide rating in determining if this warranty applies.

### **The Hinge System**

The hinges used on our cabinet doors may loosen or tighten over time, but they are designed to allow the owner to open and close the doors with a reasonable amount of effort. Hinges that cause an average person to jerk or snatch a door in order to open or close it may be suitable under warranty for adjustment or replacement, at our discretion. Doors, which undergo warp age over time, may cause hinges to bind. In such instances, this is not a warrantable item beyond the first one year due to the nature of wood and the considerable weather fluctuations from state to state which affect the doors differently. If it is past the one-year mark and the door is warped past ¼" on any side please contact K.I.B Direct immediately to ascertain a remedy amicable to both parties.

### **The Cabinet Box**

The structure of the cabinet box (or case) and its overall ability to store items is warranted to be suitable for the storage of items normally found in kitchen and bath cabinetry. This portion of the warranty refers solely to the box (case) and does not apply to doors, drawer fronts, shelves, accessories or optional enhancements. The Cabinet box will be free from warp age on all cabinet orders. All box and shelves warp age is in tolerances with Krosswood if it is no more than +- 2/16" of an inch.

## **General Limitations of Our Warranties**

The limitations in this section are applicable under all circumstances. Our warranties only apply in the case of normal use of our cabinets in single-family, non-commercial residences, for interior use in areas with regulated heating and cooling. Our warranties apply only in the case of normal use. Our warranties are not applicable if there is any evidence of abuse, misuse, abnormal wear & tear, improper storage of items, any items attached to the cabinetry, or failure to properly care for our cabinets. Our warranty is conditioned on your proper handling of the cabinets.

Examples of abnormal wear & tear and/or abuse that are not warranted include:

- Variations and changes in finish colors due to direct exposure to sunlight.
- Heat damage that may occur on cabinets in contact with or near ovens when the self-cleaning cycle is used.
- Damage to cabinets, which results from exposure to water (See below, Care & Maintenance).

The Kitchen Cabinet Manufacturers' Association rates adjustable shelves to 15 lbs per square foot, distributed evenly upon the shelf. Because we cannot control how shelves will be loaded, we do not warrant our shelves or the shelf clips against shelf sag or failure. It is the owner's responsibility to take proper precautions against shelf sag or failure. If a shelf begins to sag, the load should be lightened. Heavier objects should be moved away from the center of shelves, where sag is most likely to occur. As provided below, unless limited by applicable state laws, we are not responsible or liable for incidental or consequential damages you may suffer as a result of shelf sag or failure.

We further do not warrant our products against the effects of normal wear & tear. Our Warranty is applicable only if Crosswood has been paid in full for the cabinets and accessories.

## **Limitations of our one-year Warranty**

### **General Cosmetics**

Beyond one year, no cosmetic aspects of any of our products are warranted. As used here, the term "cosmetics" shall mean the manner in which a given product or part appears to the senses of sight, sound, touch, smell or taste.

### **Cabinet Finishes**

Even under the best of care, cabinet finishes, including vinyl and printed finishes, will naturally deteriorate over time and as a result of normal use. Cabinet finishes will also change color over time. We do not warrant any aspect of cabinet finishes beyond the one-year warranty

### **Wood Characteristics**

Inherent aging characteristics of wood, such as splits, checks, warp age, shrinkage or rotting, are not warranted beyond our one-year warranty. Wood warranted for one year to be free of wood destroying insects (termites, carpenter ants, carpenter bees, and reinfesting wood boring beetles).

### **Laminated Materials**

Laminated materials, or materials which have been bonded together to form a particular component, are not warranted against de-lamination, or the separation of one layer of material from another beyond our one-year warranty, unless the delamination threatens the structural integrity of the cabinet box or case.

## **How We Remedy Warranty Claims**

**Shortages:** All shortage claims must be made within fifteen (15) days of receipt.

**Warranty Claims:** Please read below for return procedures. Please note: all defect product must be delivered with pre-paid delivery of the affected doors/drawers or item being warranted to the distributor you purchased KIB product from. All warranted product will be delivered to the consumer's home within 2-4 weeks of claim.

**Defects/Return processes:** Any products claim, for defective workmanship or material must be submitted in writing, and include detailed photographs of the defect. After we have had an opportunity to review the claim, we will, at our discretion, either replace or repair our defective cabinets, our defective accessories, or the defective parts. Only the actual defective items will be replaced or repaired. Our warranties are for our parts, cabinets, and/or accessories only, shipped to the original point of delivery. This warranty shall become void if the cabinets are in any way modified, improperly installed or damaged prior to or during the installation. Furthermore, this warranty will not apply to cabinets damaged by misuse, neglect, abuse, acts of God, exposure to moisture, exposure to extreme temperatures or the effects of normal wear and tear. Our warranties do not include labor for the reinstallation of the defective cabinet, part or accessory. Krosswood will not be responsible for any other expenses which may be incurred as a result of making the said replacement, (installed or un-installed) such as countertop replacement, painting, plumbing, tile work, or the like. Because of changing technology and fashion, we cannot guarantee that replacements will be exact duplicates of the defective item/s/. In cases where items to be replaced have been discontinued by us, we will use as replacements the item/s/ we carry that we deem closest to the item/s/ to be replaced. Please be advised that door styles, finish colors, hinges, drawer slides, etc are updated and changed on a regular basis. The very real possibility exists that the cabinets which you have selected, or the color you have selected may be discontinued during the next few years. The "closest thing that we have" to your cabinets or accessories may differ or vary from the cabinets or accessories that we replace. We reserve the right to update our products and manufacturing processes at will. We also will only replace the defective component or accessory and all components or accessories other than those replaced will remain as is.

### **Limitation of Implied Warranty / Incidental and Consequential Damage**

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF OUR ONE-YEAR WARRANTY. KROSSWOOD SOLE RESPONSIBILITY WITH RESPECT TO THE CABINETS AND ACCESSORIES, ANY IMPLIED WARRANTY OR OTHERWISE IS AS STATED HEREIN. KROSSWOOD SHALL NOT BE LIABLE UNDER ANY CIRCUMSTANCES FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM A BREACH OF THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY. Krosswood does not assume responsibility for any undertaking, representation, or warranty made by any retailer seller, its agents, salesman, representative, employees, or any other persons. This warranty represents the entire warranty of Krosswood and may not be altered verbally. The failure of Krosswood on one or more instances to insist upon the performance by the original purchaser of any of the requirements of this limited warranty as set forth herein shall not be construed as a waiver of any such requirement, but the same shall continue and remain in full force and effect the same as if no such failure or waiver had occurred. Should any portion of this warranty be void or voidable under applicable federal or state law, such portion of this warranty which is void or voidable shall be severed here from and the remainder of this warranty shall be unaffected thereby and shall remain in full force and effect. This warranty is limited solely to work performed and material supplied by Krosswood. It excludes any work or materials supplied by any dealer or any other person.

### **Moisture Control**

Damage from moisture will have many different symptoms: blushing of the topcoat, deterioration of the finish, or black stains in the wood. Moisture damage is easily minimized or even eliminated simply by being aware of certain items:

- Sink cabinet: Take the time to wipe away all water that splashes over the front of the cabinet.
- Cabinetry around a coffee maker: It is possible that steam coming from a coffee maker being vented directly onto the overhead cabinetry may blush the finish. If possible, the coffeemaker should be located with clearance overhead.
- Cabinetry around dishwashers: Loading or unloading a dishwasher can cause water to splash onto the nearby cabinetry (especially if your little ones are "trying to help"...) Once again, take the time to wipe away all water.

- Bath cabinetry: The main awareness here is to ensure your bathroom is properly vented. Venting that meets current code is adequate and satisfactory.
- Seasonal changes: While excess humidity from wet seasons will not directly affect the finish, it can contribute to other situations, possibly aggravating them. More likely, wood being the natural product that it is, you might see some seasonal movement; i.e., swelling of doors and drawer fronts in the warmer, humid months and shrinkage when the weather turns cooler and drier. If this normal condition is unacceptable, climate control in the form of a dehumidifier can help. At the other end of the spectrum (with dry weather, wood stoves, certain heating systems) is a lack of moisture. Although the cabinetry finish is unaffected, extreme dryness could lead to excessive shrinkage, splitting or even popped joints. A humidifier is recommended to help correct this situation.

Relative humidity of 40-60% is considered ideal for woodwork in the home.