

# Elite Kitchens + Design

## **-WARRANTY-**



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The Elite Kitchens + Design warranty comes into effect upon the date of project's Install, provided it is applicable. This warranty is offered to the original purchaser of the project and cannot be transferred to subsequent purchasers. However, it is important to note that until the full payment is settled, Elite Kitchens + Design is not obligated to fulfill any actions under the terms of this warranty.

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This guide serves as a tool designed to provide you with a clear understanding of the standard warranty offered by our company.

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ELITE ———  
**KITCHENS  
+ DESIGN**  
——— *imagine*

[WWW.ELITEKITCHENSNL.CA](http://WWW.ELITEKITCHENSNL.CA)

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## 10 Years

Subject to exclusions set forth herein, Elite Kitchens + Design warrants for 10 years from Install date the following products against manufacturing defects:

- Manufactured cabinets
- Standard hinges
- Drawer slides and all other drawer parts (when used within manufacturers limitations)

## Exclusions

Elite Kitchens + Design from any liability with the afore-mentioned warranty, and no claims can be made against Elite Kitchens + Design in relation to such warranty.

- No warranty offered by Elite Kitchens + Design covers damage to any product resulting from improper, negligent, or abusive use of handling, accident, lack of maintenance or any other case.
  - No warranty offered by Elite Kitchens + Design covers anything which is altered, adjusted, or removed by any unauthorized persons not approved by Elite Kitchens + Design
  - Unless otherwise specified, no warranty offered by Elite Kitchens + Design covers labor, installation, or delivery charges.
  - No Warranty offered by Elite Kitchens + Design covers minor defects relating to any product, including those which are visible from a distance of less than one meter.
  - No warranty offered by Elite Kitchens + Design covers products against warping of 1-piece MDF and 5-piece doors wider than 24" or higher than 42".
  - No warranty offered by Elite Kitchens + Design covers damage caused by excessive temperatures, excessive humidity, contact with water, chemical reaction, temperature shock or in case of force majeure.
  - No warranty offered by Elite Kitchens + Design covers variation in wood texture/color/grain. Natural wood may vary in color, characteristics may exhibit subtle changes as they age. Colors may darken or lighten over time. Sunlight, smoke, household cleaners and other environmental conditions may also affect the color match over time. These variations are the nature of the material in relation to their environmental exposure and are not covered under this warranty.
  - If any components must be replaced, Elite Kitchens + Design cannot guarantee that replacement components will match exactly as the original installation.
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## **WOOD PRODUCT DISCLAIMER ABOUT OUR WOOD PRODUCTS**

The characteristics of the wood used to build a particular product may vary slightly from the wood used in any samples or product photography due to the inherent characteristics of the material.

Wood is a natural material. There will be variation, including knots, texture, and grain variations. We can not control or guarantee the exact look of any board or product.

In turn, no warranty and/or guarantee is made with respect to the precise color, lustre, or appearance of finishes of any wood product.

All our products are completely handcrafted, and we make no representation or guarantee that any product will appear exactly as any another.

### **Partners**

Components not manufactured by Elite Kitchens + Design will carry the warranty offered by the original manufacturer & will have to be dealt with through the policies and procedures set forth by said manufacturer.

### **Replacement Policy-Hardware**

Constantly on the lookout for new trends, Elite Kitchens + Design offers several collections with distinct characteristics. Carefully studied and selected, they represent the best products on the market today. If Elite Kitchens + Design modifies, adds, or withdraws products from offers, the present policy attests to Elite Kitchens + Design for any modifications.

- If Elite Kitchens + Design needs to replace a product, we reserve the right to replace the materials originally used with materials of equal or greater quality. Or cooperate with the customer to find a reasonable and mutually agreeable alternative.
  - If the customer does not make a subsequent effort to find a replacement, Elite Kitchens + Design reserves the right to make the final selection of the replacement product.
  - If the customer wants a product other than the one initially installed when replacing a product, the customer agrees to assume any price difference between the replaced product and the product initially installed.
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## CLAIMS

To file a claim with Elite Kitchens + Design it must be presented according to the following terms and conditions:

- The customer agrees to send their claim to Elite Kitchens + Design within 30 days following the event which, according to the customer, involves a guarantee offered by Elite Kitchens + Design. The claim must be in writing and sent by mail or e-mail to the following address:

By mail: 918 Torbay Road, Torbay, NL, A1K 1A2

By e-mail: [inquiries@elitekitchensnl.ca](mailto:inquiries@elitekitchensnl.ca)

- All claims must contain a clear and precise description of the situation and must be accompanied by a copy of the purchase contract or order number. If the customer fails to provide these documents, they accept that there may be additional delays in the processing of their request.
- Elite Kitchens + Design reserves the right to inspect the customer's home to evaluate the merits of the claim. The customer agrees to allow Elite Kitchens + Design agents access to the products that are related to the complaint.
- Following the inspection in accordance with the foregoing, Elite Kitchens + Design will determine if the product should be replaced and if the warranty is applicable. The decision will be forwarded to the customer as soon as possible.
- If the customer fails to fully adhere to the afore-mentioned conditions and procedures, Elite Kitchens + Design reserves the right to declare the claim inadmissible. In such cases, the customer will be required to submit a new claim request, ensuring strict compliance with these conditions and procedures.

*It is important to note that this warranty does not in any way curtail, suspend, or impede other rights you may possess under the ambit of relevant laws and regulations. These rights remain fully intact, ensuring your full protection and entitlements beyond the scope of this warranty.*

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