



DAMAGES & WARRANTIES

Section Five

DAMAGE PROGRAM

- In the event that you have a damaged or warranty item, we will take the most expeditious measures to replace the damaged parts.
- Your prompt response to the damage order confirmation request will keep the order moving as quickly as possible.

FOR DAMAGED REPLACEMENTS

- Please check the cabinet parts before assembly or installation as we will not replace the cabinet/part if it is installed or if an unassembled cabinet/part is assembled.

Process to replace a damaged cabinet/part:

- 1) Email (or fax) a completed Damage/Warranty Replacement Form to damages@riverruncabinetry.com. This information is critical for reimbursement, processing, and development of future preventative measures. (The form can be found in the following pages and electronically on the Dealer Site at www.riverruncabinetry.com.)
- 2) Do not use, destroy or discard the damaged item as it is the property of the freight carrier. It is required that the item be available for the shipping company to retrieve. They will contact you to arrange for pickup. If the carrier is unable to reclaim the part, you will be charged for the replacement.

WARRANTY REPLACEMENT PROGRAM

- In the event that you have a warranty item, we will take the most expeditious measures to replace the warranty parts.
- Your prompt response to the warranty order confirmation request will keep the order moving as quickly as possible.

FOR WARRANTY REPLACEMENTS

- Please check the cabinet/parts before assembly or installation as we will not replace the cabinet/part after it has been installed or after an unassembled cabinet is assembled.

Process to replace a warranty cabinet/part:

- 1) Please review our warranty.
- 2) Email/fax a completed Damage/Warranty Replacement Form to damages@riverruncabinetry.com. This information is critical for determining warranty qualification and development of future preventative measures. (The form can be found in the following pages and electronically on the Dealer Site at www.riverruncabinetry.com.)

Ten Year Limited Warranty

All of our cabinets are warranted to the original purchaser for ten years after the purchase date. We guarantee the original purchaser that all parts and components are free from defects in material and workmanship under normal use. (Defects are defined as any imperfection that may prohibit the proper use of the cabinets.) This warranty applies to the original cabinet purchaser only and is non-transferable.

As with other natural materials, wood is affected by environmental factors such as natural and artificial lighting. Darkening or mellowing of the wood can be expected and is a natural process of wood as it ages. Each wood specie also exhibits its own distinctive patterns and characteristics which add to its natural beauty. These variations in color and characteristics are not considered imperfections or defects. This warranty does not cover the natural aging and darkening of wood color nor does it apply to the inherent growth characteristics of wood. Expansion and contraction often due to the climate is normal and to be expected. Painted products especially may exhibit seam lines at the joints. This is not a defect and not a reason for replacement.

This warranty applies only to normal indoor consumer use. Product used for commercial purposes is excluded. Not covered under this warranty are cabinets showing normal wear and tear; cabinets that were improperly stored or installed, improperly assembled or disassembled, intentionally damaged, misused, or exposed to the elements; cabinets that have defects due to excessive moisture, accidents or negligence; and cabinets that have been changed or modified in any way.

This warranty is expressly limited to the repair or replacement of the defective component parts at our discretion. Our liability is expressly limited to the cost of the material for the repair or replacement of defective goods. We may elect to repair or replace the product with a product of equal value and complementary style if the original style is no longer available. Due to the aging process of natural wood, RiverRun Cabinetry cannot guarantee an exact match between the finish of the existing product and its replacement.

In no event are we liable for incidental, indirect, or consequential damages resulting from the use of our cabinets. This warranty does not cover the cost of assembly, installation, removal, subsequent damage or transportation of the defective product regardless of whether the work was performed by a contractor, service company, or consumer.

Some states do not allow limitations on how long an implied warranty may last or the exclusion and/or limitations of incidental and/or consequential damages. Therefore the above limitations may not apply. This warranty allows specific rights that may vary from state to state. Any claims made under this warranty must be presented in writing with a dated sales invoice and accompanied by photographs of defective material.