

Warranty, Claims & Information

Shenandoah Cabinetry® Consumer Lifetime Limited Warranty

The manufacturer of Shenandoah Cabinetry hereby warrants to the original purchaser, for residential applications only, that all Shenandoah Cabinetry, cabinets and accessories, are free from defects in materials and workmanship. This warranty runs for as long as you own your home and begins upon the date of delivery to you. This warranty is expressly limited to repair or replacement of the defective part at the discretion of the manufacturer of Shenandoah Cabinetry, and does not include labor for removal or replacement. This warranty does not extend to defects caused by improper handling, storage, installation, assembly or disassembly, intentional damage, product modifications, exposure to the elements including humidity which may result in warping or splitting, accidental misuse, abuse or negligence.

Natural woods may vary in texture, color and wood grain, and exhibit subtle changes as they age. For example, wood joints may eventually have visible cracking around the joint area and cabinet colors may darken or lighten over time. Sunlight, smoke, moisture, household cleaners and other environmental conditions may cause materials to vary from their original color and/or to warp, split or crack. These variations are considered to be the nature of the material in relation to its environmental exposure and are not covered under this warranty.

Additional Limitations and Disclaimers

THE MANUFACTURER OF SHENANDOAH CABINETRY MAKES NO OTHER WARRANTIES OTHER THAN THOSE SET FORTH HEREIN AND ALL OTHER WARRANTIES ARE HEREBY DISCLAIMED. THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN DURATION TO THE LENGTH OF THE LIMITED WARRANTY PERIOD. THE LIMITED WARRANTIES SET FORTH HEREIN ARE LIMITED TO THE FIRST AND ORIGINAL BUYER AND ARE NOT TRANSFERABLE THEREAFTER. IN NO EVENT SHALL THE MANUFACTURER OF SHENANDOAH CABINETRY BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES TO THE PURCHASER OR TO ANY THIRD PARTY, INCLUDING, WITHOUT LIMITATION, DAMAGES ARISING FROM PERSONAL INJURY, LOST PROFITS, LOSS OF BUSINESS OPPORTUNITY, LOSS OF PROPERTY, ECONOMIC LOSSES, OR STATUTORY OR EXEMPLARY DAMAGES, WHETHER FROM NEGLIGENCE, WARRANTY, STRICT LIABILITY OR OTHERWISE. Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above

limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

Claims

All warranty, missing, or damage claims for cabinets and accessories must be initiated with Shenandoah's Customer Care Team. Please be ready with your order number and a detailed description of any issue present in the cabinets and accessories. Customer Care will determine at their discretion, to either replace defective cabinets and accessories or repair any defects in the cabinets and accessories.

Lost or Damaged No-Charge Replacement Parts

As with any manufactured and shipped product, transportation damage and defects may occur. Should the unexpected arise, we are here to help. Follow our lost or damaged replacement part process below to ensure your customer has everything they need for their project.

- Have your customer check-in and inspect all cabinetry upon delivery
- Report any shortages or missing items to our Customer Care team within 60 days of delivery
- Report any defects or shipping damages to our Customer Care team within 90 days of delivery

When contacting Customer Care for a no-charge replacement, please ensure you have the original order number and a detailed description of the issue. We will work to get any replacements out to you as quickly as possible.

Information

Please visit resources.shenandoahcabinetry.com for all your designer needs.

If you would like further clarification about any of our products or processes, please call your exclusive Shenandoah Customer Care Department at **877-569-3774**.

CONTINUOUS IMPROVEMENT

In keeping with our policy of continuous product refinement, Shenandoah Cabinetry reserves the right to change specifications in design and materials as conditions require.