

Dogberry Collections 90-Day Limited Warranty

Effective Date of Purchase.

Applies to: Products purchased directly from Dogberry Collections (“Dogberry”) or an authorized retailer, unless otherwise stated in writing.

1) Warranty Coverage

Dogberry Collections warrants to the original retail purchaser (“Purchaser”) that the product will be free from **defects in materials and workmanship** under normal indoor residential use for **ninety (90) days** from the date of purchase (“Warranty Period”).

2) What Dogberry Will Do

If a covered defect arises during the Warranty Period and Dogberry determines the claim is valid, Dogberry will, at its option:

- **Repair** the product, or
- **Replace** the product (or the defective component) with the same or a substantially similar item, or
- **Refund** the purchase price of the affected product (excluding shipping, installation, and other service costs), if repair/replacement is not practical.

Replacement items may vary slightly due to natural material characteristics and finish batches.

3) What This Warranty Does Not Cover

This warranty does **not** cover:

- **Normal wear and tear**
- **Natural wood variation** (grain, knots, mineral streaks, color variation) or changes over time from light exposure (ambering, patina)
- **Cosmetic issues** that do not affect structural integrity, including minor variations, small checks/splits typical of wood, or character marks consistent with the product style
- **Damage from misuse, neglect, accidents, abuse**, or improper care/cleaning
- **Improper installation** or failure to follow installation instructions (including use of incorrect hardware, wall anchors, studs/supports, or mounting methods)
- **Environmental conditions** such as excessive heat, humidity, dryness, water exposure, outdoor exposure (unless specifically rated for exterior use), mold, fire, smoke, flooding, or acts of nature
- **Modifications**, repairs, refinishing, or alterations performed by anyone other than Dogberry
- **Commercial use**, rental properties, or non-residential use (unless approved in writing)
- **Transportation or handling damage** after delivery where the product was accepted without noting damage, or damage caused by third-party carriers outside Dogberry’s control (may be handled under a separate shipping/damage policy)

4) How to Make a Warranty Claim

To request warranty service, contact Dogberry within the Warranty Period at:

Email: info@dogberrycollections.com | **Phone:** 435-923-4100

Include:

1. Proof of purchase (order number/receipt)
2. Your name, shipping address, and phone number
3. A description of the issue
4. Clear photos (and/or video) showing the defect and the full product installed or uninstalled

Dogberry may require additional photos, measurements, or the return of the product for inspection.

5) Shipping, Labor, and Installation Costs

This warranty covers **the product only**. It does not cover:

- Removal, installation, re-installation, finishing, painting, staining, or labor costs
- Contractor or handyman fees
- Damage to walls, surfaces, or surrounding materials
- Expedited shipping or special delivery services

If a replacement is approved, Dogberry will provide shipping terms in writing (e.g., standard shipping covered within the contiguous U.S., or other arrangements).

6) Return of Product / Replacement Process

If Dogberry requests return of the product, Purchaser must follow Dogberry's return instructions. Failure to follow instructions or provide requested information may void the claim. Replacement does not restart or extend the original Warranty Period.

7) Disclaimer and Limitation of Liability

THIS LIMITED WARRANTY IS THE ONLY EXPRESS WARRANTY PROVIDED BY DOGBERRY. TO THE MAXIMUM EXTENT PERMITTED BY LAW, DOGBERRY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXCEPT WHERE SUCH WARRANTIES CANNOT BE DISCLAIMED, IN WHICH CASE THEY ARE LIMITED TO THE DURATION OF THIS WARRANTY PERIOD.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, DOGBERRY SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF USE, LOST PROFITS, OR PROPERTY DAMAGE ARISING FROM THE PRODUCT OR ITS USE.

Some states do not allow limitations on implied warranties or the exclusion/limitation of incidental or consequential damages, so the above limitations may not apply to you.

8) State Law Rights

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.