

# Limited Lifetime Warranty

## Residential Limited Warranty

**Time Period:** Lifetime

**Who:** First Residential Purchaser for their primary or secondary home/dwelling. Builder, Contractor or Developer that purchases or installs the product may transfer the warranty to the initial owner as long as the home is used as their primary or secondary home/dwelling.

### Restrictions:

- Not applicable to rental properties including properties made available for "sharing" such as VRBO or AirBNB

### Coverage:

Product will be free from defects in material and workmanship under the following conditions:

- Product used under normal use and is maintained properly
- Only for the applicable time period stated
- Other rights from state to state
- Does not include decorative hardware, range hoods and ventilation, lighting, electronics and/or powered components. (Length of warranty for these items is based on original manufacturer.)
- Primary Kitchen will only warranty warpage on doors up to 60" with over a 2.5mm/1000mm curvature.

### Coverage Period:

- Begins on the date the product was purchased
- Not transferable to future owners if property is sold or transferred

### What is not covered:

- Product installed or used outside
- When used for unintended purposes
- If misused, vandalized, abused, neglected, involved in an accident or has been modified in an improper way
- Improperly stored product (not in a climate controlled environment where temperatures are below 50 degrees or above 85 degrees and where humidity is below 30% or above 55%.
- If damaged by fire, flood or other acts of God not in our control
- Variations of finish due to age, exposure to direct sunlight, smoke, steam, or other environmental conditions
- If product finish is varied or damaged due to the use of abrasive cleaners, or chemical cleaners beyond what is acceptable according to our Care and Cleaning Guide for each material.
- Normal wear and tear
- Normal variations due to the nature of the material in relation to their environment such as wood products expansion and contraction throughout the season and changing humidity levels.

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## Remedy:

- If product is deemed defective in workmanship or materials, we will, at our option, repair or replace the product as long as it is feasible to do so. In the event it is not feasible, such as the discontinuation of a material, we may substitute the replacement for a similar product or refund the original price of the material that was charged to the original purchaser (dealer cost).
- We will not cover any labor to remove or re-install the product including the cost to remove or repair other building materials that are necessary to remove or re-install the defective items such as countertops, lighting, sinks, other plumbing, etc.
- Exact matches for replaced product cannot be guaranteed due to the nature of product variations that may occur from runs of material made at different times.

## How to file a claim:

- To make a claim under this limited warranty, please visit your authorized dealer or distributor. The product will be inspected and must be accompanied by the original sales receipt. If you have any issues finding an authorized dealer, you can contact us directly at the following:

Primary Kitchen  
Attn: Consumer Relations  
5501 Peoria Street  
Denver, CO 80239  
888-658-7757  
info@primarykitchen.com