ALTIMA CABINET WORKS LTD.

Limited Warranty

At Altima Cabinet Works, we stand behind the products we build. All manufactured products are warranted against defects in materials for **5 years in residential use** and **1 year in commercial and rental use**, starting from the date of substantial completion.

If a qualified Altima Cabinet Works warranty representative inspects a part and finds it defective, we'll repair or replace it at no charge, whichever the representative chooses. In some cases, we may issue a credit instead of a repair or replacement. This warranty covers the replacement cost of parts only and doesn't include installation labour.

What's Not Covered

- Repairs or replacements needed because of installation errors, misuse, abuse, or damage in transit.
- Product failure caused by very high or very low humidity, or by movement of nearby or attached work done by other trades.
- Nicks, scratches, and abrasions from normal everyday use.
- Door and drawer front alignment.
- Swelling, deterioration, or discoloration caused by excessive moisture or heat.
- Laminate countertops where the sink is within 9" of a seam.
- Natural colour changes in wood products. Wood darkens over time with age and exposure to natural and fluorescent light.

If a product has been discontinued, we'll substitute a comparable product for the defective part. Please note that the warranty is void if payment hasn't been received.

Product-Specific Warranties

- **Cabinet hardware:** Hinges and drawer slides carry a lifetime warranty and will be replaced if found defective at any time. This covers the product only, not labour, and doesn't apply to damage from misuse, overloading, or incorrect specification.
- **Post-formed laminate countertops:** These carry a 3-year warranty against manufacturer's defects, provided by the original manufacturer.
- **Acrylic and quartz countertops:** These carry the manufacturer's warranty against defects in materials and the fabricator's warranty for workmanship and installation.

Making a Claim

- **Inspect on delivery.** Please check all products when they arrive. If the packaging shows visible damage, file the claim with the freight company.
- **Report hidden damage within 10 days.** Note any concealed damage on the packing slip, and let an Altima Cabinet Works representative know in writing within 10 days so we can arrange a replacement, repair, or correction.
- **Installed products.** If a defective product has been installed, our responsibility is limited to the replacement cost of that product.
- **Where to start.** All claims should go through your contractor or reseller unless we've given prior authorization.

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