

MasterBrand Cabinets Inc. (MBCI)

MasterBrand Cabinets Inc. (MBCI) warrants to the original purchaser, subject to the conditions and limitations set out below, that these MasterBrand Cabinets are free from defects (defined as imperfections that impair the use of the product) in material and workmanship for the life of the product from the date of the original retail purchase.

IN FULL SATISFACTION OF ITS OBLIGATIONS UNDER THIS WARRANTY MCB SHALL EITHER REPAIR OR REPLACE THE PRODUCT, AT THE SOLE OPTION OF MCB. Labour, installation and shipping costs are not covered by this warranty. This warranty is limited to cabinets and parts installed and used in residential settings. This warranty requires that the purchaser exercise normal cabinet care. This warranty is void if the product has been subject to misuse, modification, neglect, accident, tampering or any event other than ordinary use. This warranty does not cover damage caused by, but not limited to, fire, flood, faulty installation, improper assembly (if purchased as a ready-to-assemble product), acts of nature and other factors which are beyond the reasonable control of MCB. This warranty is not transferable.

EXCEPT AS EXPRESSLY SET OUT IN THIS WARRANTY, MCB SHALL NOT BE LIABLE, IN ANY EVENT, FOR ANY LOSS OR DAMAGES OF ANY KIND, INCLUDING, BUT NOT LIMITED TO ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM THE USE OF THIS PRODUCT BY ANY PERSON. THIS LIMITED WARRANTY IS IN LIEU OF, AND MCB EXPRESSLY DISCLAIMS AND DENIES, ALL OTHER WARRANTIES, REPRESENTATIONS, CONDITIONS AND GUARANTEES EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY, FROM PROVINCE TO PROVINCE.

It is a fact of nature that no two trees are alike and therefore no two pieces of wood, even those from the same tree, are the same. These differences in natural colour and grain mean that each piece (e.g., stiles and rails) will respond differently to the finishing material used. This is the beauty and nature of wood. This warranty does not apply to any such differences in appearance. In addition, any finish will exhibit colour changes over time when exposed to different types of light and environments. This process will be accelerated by factors such as fluorescent light, direct sunlight, cigarette/cigar smoke and certain household cleaners. Likewise, synthetically made materials will react differently when exposed to different types of light and environments. MCB has no control over those factors or the changes in appearance caused by those factors, and any such changes in appearance are not covered by this warranty. As well, over time, painted Cream products may develop visible, hairline cracks in the finish, most noticeably around the joint areas. This is a result of the expansion and contraction of the genuine hardwoods that effects the painted finish. Since this is a natural response to changing environmental conditions it shall not be considered a defect in the cabinet or the finish and, as such, it is not covered by our warranty.

MasterBrand Cabinets reserves the right to alter design, specifications and material without obligation to make similar changes to products previously manufactured.

The repair(s) or replacement(s) of previously manufactured product are contingent upon the current product offerings of styles and construction options within the MasterBrand product line at the time of the warranty claim. Such orders are subjected to extended lead time.

If a warranty claim is filed after a product becomes obsolete (i.e. is no longer in production); the manufacturer reserves the right to honour the warranty in one of the following fashions:

1. Replace the affected component with a new component of the same style.
2. If warrantable product is no longer in current production, an alternative solution to the problem will be sought out with the customer.

If components are replaced, the manufacturer cannot guarantee that the finish of these replacements will exactly match the finish and appearance of the components in the residential application. This is due to the changes that occur during the wood's' natural aging process, affecting its colour and grain.

Replacement hinges and drawer glides are subject to availability and may differ from those originally supplied.

Claims Procedure: All claims for defective goods must be submitted to MCB in writing and must include a dated copy of the original retail sales receipt and specify the nature of the defects. MCB will arrange an opportunity for its duly authorized personnel to inspect, and will then elect to either repair or replace the defective cabinet or its defective component part.

All claims must be mailed to the following address:

MasterBrand Cabinets Inc.
944 Crawford Drive Peterborough, ON
Canada K9J 3X2
Attn: Customer Service Manager

Customers may call 1-800-465-4003 with questions or to obtain further information.