

Limited Lifetime Warranty

Cornerstone Kitchens & Design Ltd warrants that our products will be free from defects in materials and workmanship under normal use at the initial site of installation. This warranty is applicable to the original consumer purchaser for as long as they own their home and is non-transferable. This limited warranty does not cover damage caused by exposure to moisture, exposure to extreme temperatures, acts of God, improper storage, handling, installation, misuse, abuse, neglect nor does it cover normal incidental deterioration such as nicks, scratches, abrasions and natural aging whether resulting from the effects of normal wear and tear or abnormal use. The warranty will become void if the cabinets are modified, improperly installed, or damaged prior to or during the installation.

There is no warranty coverage for warping, cracking or shrinking of doors resulting from inappropriate humidity and temperature levels. Refer to the following sections of this document for more details regarding the nature of wood and homeowner responsibilities to maintain a proper environment.

Cornerstone Kitchens & Design Ltd reserves the option of approving field repair or returning the part to the factory for correction. If components are repaired or replaced, Cornerstone Kitchens & Design Ltd will make every effort to match the original material and colour, however, Cornerstone Kitchens & Design Ltd cannot guarantee that the finish of these components will exactly match the finish and appearance of the original components. This is due to the changes that occur during the natural aging process that will affect wood grain and color as well as stain and paint color.

Colour changes to stained and painted finishes due to exposure to UV radiation and direct sunlight, household cleaners, smoke and other environmental conditions may develop over time. These changes are not covered by the terms of this warranty as they are beyond the control of Cornerstone Kitchens & Design Ltd and are considered normal and acceptable.

This warranty does not cover any service calls to adjust moving components such as doors and drawers, which may require attention from time to time as the home settles.

We will not assume, nor authorize any person to assume for us, any liability in connection with the sale of Cornerstone Kitchens & Design Ltd products.

Any expense involved in removing, shipping, and reinstalling any items or products will not be covered by this warranty.

Cornerstone Kitchens & Design Ltd limited lifetime warranty applies to all products purchased after January 30, 2012. This warranty is in lieu of all other warranties expressed or implied.

Wood Characteristics

Wood has long been admired for its distinct and unique characteristics. All wood species undergo a gradual aging process that will enhance the texture, color, and grain patterns in the wood. The pronounced features of each wood species give a uniqueness and timeless appeal that can only be found in nature. These characteristics are particularly evident with our lighter stained finishes. While we make every effort to ensure that all of our finishes are consistent with our samples, variations in graining, knots, mineral deposits, and color are inherent in wood and are considered acceptable.

According to the Architectural Woodwork Institute,

“Wood is a hygroscopic material, and under normal use conditions all wood products contain some moisture. Wood readily exchanges this molecular moisture with the water vapour in the surrounding atmosphere according to the existing relative humidity. In high humidity, wood picks up moisture and swells; in low humidity wood releases moisture and shrinks. As normal minor fluctuations in humidity occur, the resulting dimensional response in properly designed construction will be insignificant. To avoid problems, it is recommended that relative humidity be maintained within the range of 25 - 55%. Uncontrolled extremes - below 20% or above 80% relative humidity - can likely cause problems.”

Cornerstone Kitchens & Design Ltd takes great care to maintain an environment that falls within the acceptable range for wood products. As such, any problems that occur after the product has left our facility will not be covered by our warranty, but will become the responsibility of the storage company prior to installation, the general contractor during site storage and installation, or the homeowner after occupancy.

Paint Disclaimer

Cornerstone Kitchens & Design Ltd prefers to apply paint onto one-piece MDF doors in order to avoid the problem of cracks developing on the door faces. When a 5-piece (maple) door is painted, the joints will inevitably telegraph through the painted finish. There may also be some cracking that occurs at the insert panel. On some occasions, the joints will open up, thereby developing hairline cracks on the door face. These cracks in the joints are considered normal and acceptable, and are therefore not covered as a warranty issue.

Warranty

Warping

Cornerstone Kitchens & Design Ltd builds to the standards set by the CKCA, and as such, the standards set by the CKCA shall determine the maximum warp for doors. Any warp within these tolerances will be considered normal and acceptable, and therefore not covered as a warranty issue.

CKCA 4.2.5

Doors - Maximum warp - Doors less than 32" (812mm) in height shall have a maximum deflection of 3/32" (2.5mm). Any door greater than 32" in height shall have a maximum deflection of 3/16" (5mm). 5-piece wood doors 50" (1270mm) or greater in height should have a mid-rail. Doors shall also be installed and aligned so that they are square with the cabinet and can operate freely without excessive looseness or binding. Installed doors shall have a device sufficient to hold the door closed.

Defective Materials

Cabinets or parts will be replaced on a 'Quick Ship' basis. Replacement materials will be invoiced according to their market price. Credit will be issued after the defective material has been returned and an inspection by Cornerstone Kitchens & Design Ltd deems the material to be defective.

Dap/Silicone

During the original cabinet installation we will caulk the upper trims to the ceiling and panels to the walls as required. However, during a change in climate, the studs in the wall or the joists in the ceiling can shrink or expand causing the drywall to move which will cause a crack in the caulking. Since this issue doesn't fall under an installation or manufacturers defect, the labour costs to return and re-caulk is not included under our warranty.

Responsibility

Cabinets and parts must be inspected prior to installation, as Cornerstone Kitchens & Design Ltd will not cover any expense involved in removing or reinstalling the product. All products will undergo a quality inspection at our plant prior to shipping in an effort to ensure satisfactory receipt of goods. Backbone will not be responsible for any freight damage or lost product. Claims for such problems must be made directly to the carrier involved.

Filing a Claim

To file a warranty claim, the purchaser should contact the local authorized Cornerstone Kitchens & Design Ltd designer or dealer who will assist in servicing the claim.

Cabinet Care

Congratulations on the purchase of your new cabinetry and thanks for selecting Cornerstone Kitchens & Design Ltd to be part of your home! Here are a few important cabinet care instructions for you to follow in order to maintain your product for many years to come.

All cabinet materials, particularly finished wood and painted products, demand your care and attention. Caution must be taken to protect your cabinetry from extremes of temperature and exposure to moisture. Any prolonged exposure to moisture, whether liquid or steam, is likely to cause damage, so proper care is required in order to maintain the finish on your cabinetry. It is important to wipe off any excessive moisture when it occurs, particularly around the sink, stove, dishwasher, and shower areas where high humidity is typical. Such conditions can accelerate the natural expansion and contraction of the wood fibres that may cause irreparable damage and will void your warranty.

According to the Architectural Woodwork Institute, "Wood is a hygroscopic material, and under normal use conditions all wood products contain some moisture. Wood readily exchanges this molecular moisture with the water vapour in the surrounding atmosphere according to the existing relative humidity. In high humidity, wood picks up moisture and swells; in low humidity wood releases moisture and shrinks. As normal minor fluctuations in humidity occur, the resulting dimensional response in properly designed construction will be insignificant. To avoid problems, it is recommended that relative humidity be maintained within the range of 25 - 55%. Uncontrolled extremes - below 20% or above 80% relative humidity - can likely cause problems."

Cornerstone Kitchens & Design Ltd takes great care to maintain an environment that falls within the acceptable range for wood products and this responsibility is passed on to you once our product has reached your home. Please be sure to maintain the relative humidity levels as recommended above.

Cleaning solutions can also be a hazard. Although our finishes are resistant to normal household chemicals, excessive and prolonged exposure may cause a discolouration in the surface. Abrasives and furniture polishes should never be used, particularly those that are silicone-based and/or contain citric acid.

For regular cleaning, we recommend wiping with a clean, soft cloth slightly dampened with a solution of mild detergent and warm water, followed by another wipe with a clean, dry soft cloth. Never use a dishcloth that is not clean as it may contain contaminants that could damage the cabinetry. It is important to wipe in the direction of the grain if you have a wood product. We do advise you allow a minimum of 30 days prior to cleaning with the cleaning solution to allow the surfaces to fully harden.

With proper care you will get many years of enjoyment out of your cabinetry.

Warranty