

LIMITED LIFETIME WARRANTY

- All products must be inspected immediately upon receipt for any physical damage, missing boxes or components. Any visible damage to the goods or missing packages must be noted to the carrier and marked on the bill of lading. These claims must be submitted within 14 days of receipt.
- **What This Warranty Covers:** Hugo&Borg warrants its products to be free from substantial defects in materials and workmanship from the original date of purchase under normal home use. This warranty is offered only to the original consumer purchaser and may not be transferred. Hugo&Borg is only responsible for the actual purchase price.
- **How Long the Warranty Lasts:** Coverage for all wall cabinets, base cabinets, pantry cabinets, door fronts, drawer fronts, shelves, cover panels, fillers, mouldings, hinges, drawer parts (rails and soft-close mechanisms), adjustable feet and storage accessories are warranted to the original purchaser for as long as they own their home. This warranty is not transferable.
- **What Hugo&Borg will do under the warranty:** During the warranty period, Hugo&Borg at its discretion, will repair or replace any part or product that proves to have substantial defects in materials or workmanship, or Hugo&Borg will provide an equivalent replacement product. Hugo&Borg reserves the right to change specifications in design and materials without notice and with no obligation to replace products that were previously manufactured.
- **Implied Warranties:** Hugo&Borg disclaims any implied warranty of merchantability, and there are no warranties that extend beyond the descriptions on the face hereof.
- **Aging, Manufacturing, Natural Characteristics and Appearing in Printed Materials:** Because of the varying natural characteristics of wood and the effects of ageing, product shown in displays and/or printed materials (such as product photos printed in brochures, flyers, catalogs, etc.) will not be an exact match to the cabinetry you will receive. Depending on the wood grain characteristics, the age of a sample and the environment of the retail showroom, samples will show some degree of variation from a new product. In addition, you should not expect all doors, drawer fronts, cover panels, trim or moulding to match exactly in either finish or grain. Variation in wood grain is normal and unavoidable. In addition, it is not possible to exactly match our colors in printed materials. Therefore, you should view the actual samples when making your color selection.
- **What This Warranty Does Not Cover:** This warranty does not cover any problems or damage which result from improper transportation, improper installation, mishandling, misuse, abuse, neglect, abnormal use, commercial use, improper maintenance, unauthorized repairs, accidents, or acts of God, such as hurricanes, fire, earthquakes or floods. The warranty and any applicable implied warranties do not cover incidental or consequential damages arising from any defects in the product such as labor charges for installation or removal of the product or any associated products. Hugo&Borg is not responsible for any installation charges. This warranty does not cover defects or damage caused by normal wear and tear, alterations, environmental conditions, humidity absorption, or mold. In addition, variations in wood grain, finish color or ageing are not considered defects and are not covered by this warranty.
- **How to Obtain Warranty Service:** If you need replacement parts or would like to make a warranty claim, please contact our Customer Service Representative by email to contact us at info@hugoandborg.ca or call us at 1-833-283-2877. All warranty claims must include the model number of the product, a copy of the original receipt, and the nature of the problem. In addition, Hugo&Borg may at its discretion require inspection of the installation site, photography, or authorize the prepaid return of the claimed defective part. Merchandise not pre-approved for return will not be accepted and the associated claim not accepted. If upon inspection you find your product is damaged or missing parts, it is not necessary to return the unit to the store of purchase. Please contact Hugo&Borg.