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## 2 YEAR WARRANTY

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### Custom Cabinets Limited Warranty

Thank you for choosing JHR Custom Cabinets Inc for your custom cabinetry needs.

We take pride in the quality of our products, and we want you to be fully satisfied with your purchase. This Limited Warranty outlines our commitment to you and the terms of coverage for your custom cabinets.

### JHR Custom Cabinets Limited Warranty

This Limited Warranty applies only to the original products sold directly by JHR.

#### Warranty Coverage:

JHR warrants that all cabinets purchased from JHR will be free from unnatural defects in material and workmanship, in accordance with JHR's quality standards, under normal residential use. This warranty is **non-transferable** to subsequent owners.

#### Exclusions:

- Damage caused by improper handling, storage, or transportation.
- Damage resulting from misuse, neglect, or accidents.
- Normal wear and tears, including fading, scratching, and chipping due to exposure to cleaning chemicals, abrasives, or moisture.
- Damage from extreme temperature (below 50°F or above 85°F), humidity, or direct exposure to heat sources.
- Damage caused by installation, modification, or assembly performed by someone other than a certified professional authorized by JHR Custom Cabinets Inc.
- Variations in wood grain, color, or texture, including natural imperfections such as knots or mineral streaks, which are inherent to wood products and **NOT** considered defects.
- Any product modifications made by the owner or third parties after the original purchase. This warranty does **NOT** cover defects caused by:

#### What is covered:

Door hinges, drawer glide systems, and lift system hardware are covered for **2 years** under normal residential use, starting from the date of the original purchase.

Defects in material and craftsmanship, such as warping, cracking, or structural issues in cabinets, doors, and drawers.

Any repair or replacement of defective parts within the scope of this warranty.

### **Modifications and Installation:**

Any modification or incorrect installation of the cabinetry or hardware by anyone other than authorized by JHR will void this warranty. The product must be used exclusively for its intended purpose for the warranty to be valid.

### **Wood Natural Structure:**

Variations in color, grain, mineral streaks, and knots are natural characteristics of wood and **NOT** considered defects. Over time, painted doors, drawer fronts, and face frames may exhibit visible cracking or color changes, which are normal occurrences and **NOT** covered by this warranty.

### **Glaze**

### **Finish**

### **Variations:**

A glaze finish is inherently uneven, with some areas showing more glaze than others. These variations in color are **NOT** defects and are not covered by this warranty. Exposure to UV light, sunlight, smoke, and household cleaners can also affect the product's finish and appearance over time.

### **Hairline Cracks & Wood Expansion:**

Hairline cracks are unavoidable in wood cabinets due to the natural expansion and contraction of solid wood. These cracks are **NOT** covered under this warranty. Door warpage greater than  $\frac{1}{4}$  inch will be warranted, but this is common in wood doors as they adjust to seasonal humidity and temperature changes.

### **Limitations:**

This warranty does not cover or apply to any conditions caused by environmental factors, misuse, or improper care. JHR will not be responsible for any damages, costs, or claims arising from misuse, unauthorized alterations, or improper installation.

### **Warranty Claims**

To make a warranty claim, the original purchaser must contact JHR Custom Cabinets Inc at [info@jhrcustomcabinets.com](mailto:info@jhrcustomcabinets.com) Subject: WARRANTY CLAIM [Your address] with:

- Proof of purchase (invoice or receipt)
- Description of the issue, including photographs if possible
- The original product or defective part, if applicable

Once we receive your claim, we will review the issue and determine the best solution, which may include repair, replacement, or refund, at our discretion.

### **Changes to the Warranty**

JHR Custom Cabinets Inc reserves the right to update or change this warranty at any time. Any updates will be posted on our website or provided to you upon request.

## 6. Exclusion of Other Warranties

This Limited Warranty is the exclusive warranty provided by JHR Custom Cabinets Inc.

We make no other warranties, express or implied, regarding the performance, condition, or suitability of the cabinets for any particular purpose.

## 7. Limitation of Liability

JHR Custom Cabinets Inc liability under this warranty is limited to the repair or replacement of defective products. We are not responsible for any incidental or consequential damage, including loss of use or property damage.

### Final Terms:

JHR's obligation under this warranty is limited to the repair or replacement of the defective product at our discretion. This warranty is the sole and exclusive remedy for defects in materials or workmanship.

### Acknowledgment of Warranty Terms

By signing below, I, the undersigned, acknowledge that I have read, understood, and agree to the terms and conditions of the warranty provided by JHR Custom Cabinets Inc. I understand the coverage, limitations, and responsibilities outlined in the warranty and acknowledge that it is my responsibility to ensure compliance with the warranty requirements.

I further acknowledge that I have had the opportunity to ask any questions regarding the warranty and have received satisfactory answers.

**Client Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

CUSTOM CABINETS

### Contact Us

If you have any questions or would like to make a warranty claim, please contact JHR Custom Cabinets at 919.802.1802 or [info@jhrcustomcabinets.com](mailto:info@jhrcustomcabinets.com)

We are committed to providing you with high-quality custom cabinetry and stand behind our products.

Thank you for choosing JHR Custom Cabinets!



## ***JHR CUSTOM CABINETS CLEANING GUIDE, ADVICE & DISCLAIMER.***



### **PART I: CLEANING GUIDE &ADVICE**

Kitchen cabinets take a lot of abuse from accidental spills, cooking splatter, fingerprints etc. They need a regular weekly cleaning so they do not get neglected by grease, dirt or smears that can build up considerably.

#### **JHR CUSTOM CABINETS DOES NOT RECOMMENDS:**

- JHR CC DOES NOT recommend the use of “concentrated wood cleaner” products, high ammonia & baking powder products can leave dark stains on wood  
Acidic cleaners such as vinegar; lemon juice and tile cleaners *are corrosive and will damage wood whether they’re finished or not.*
- DO NOT soak the cabinet surface in water, vinegar or any other wood cleaner.
- DO NOT let water get into the hinges.

#### **JHR CC RECOMMENDS:**

- Use a dry rag/piece of cloth or paper towel to remove any dust there might accumulate over the week.
- Mix & pour 8oz warm water & 5ml (1tablespoon) mild soap such as dawn soap into a spray bottle and apply to the microfiber cloth **NOT DIRECTLY TO THE CABINET SURFACE** to avoid soaking them.
- Repeat the process as needed without soaking the area.
- Use a clean cloth lightly dampened with warm water to remove any leftover soap.
- Finally, use a clean cloth to dry all the damp surfaces.

### **PART II. DISCLAIMER**

JHR CUSTOM CABINETS provides a warranty for a period of **TWO YEARS**. This warranty covers Door hinges and all drawers glide system, including system hardware (lift system) under normal residential use from the date of the original purchase. This limited liability warranty shall become void if the cabinets or any components or parts thereof are in any way modified, are incorrectly installed by third parties or damaged before or during installation improperly installed for or damaged prior to us during installation or installed or used in other than normal residential applications. The warranty **does not** cover defect caused by improper handling, storage, dirt, chemicals, abrasive or citrus cleaning products, installation, assembly or disassembly, transit or other intentional or negligent damage, product modifications, exposure to the extreme moisture, humidity or excessive heat or cold (READ FULL WARRANTY DISCLAIMER FOR FURTHER DETAILS).

#### **Acknowledgment of Warranty Terms**

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I further acknowledge that I have had the opportunity to ask any questions regarding the warranty and have received satisfactory answers.

**Signature:** \_\_\_\_\_.