

The Columbia Craftsmanship Promise

Limited Lifetime Warranty Assurance for Enduring Quality and Enjoyment

1. WARRANTY COVERAGE

Columbia Kitchen Cabinets Ltd. ("Columbia Cabinets") warrants to the original consumer purchaser that, subject to the terms of this warranty, all cabinetry manufactured exclusively by Columbia Cabinets will be free from defects in material and workmanship under normal residential use for as long as the original consumer continuously owns their home.

For the purposes of this warranty, "Limited Lifetime" means for as long as the original consumer purchaser owns the home in which the product was first installed.

This Limited Lifetime Warranty applies only to products manufactured by Columbia Cabinets and installed in residential applications within Canada or the United States.

This warranty is non-transferable and does not extend to subsequent owners or installations in non-residential, rental, or commercial environments.

2. SCOPE OF WARRANTY

Under this warranty, Columbia Cabinets' sole obligation is, in its sole and absolute discretion, to repair or replace any defective part or component that fails due to a manufacturing defect, provided the defect is verified by Columbia Cabinets through inspection.

If repair or replacement is not possible, Columbia Cabinets may, in its sole and absolute discretion, substitute a product of equal or greater value that most closely matches the original style, material, and finish currently available.

Replacement components may vary slightly in color, sheen, or appearance due to natural aging of the original product, material availability, or manufacturing changes.

Costs associated with removal, installation, reinstallation, labor, refinishing, shipping, transportation, or any incidental or consequential costs associated therewith, are the responsibility of the consumer and are not covered by this warranty, regardless of who performs the work.

3. EXCLUSIONS AND LIMITATIONS

This warranty does not apply to, and Columbia Cabinets shall have no responsibility for, any product that has been:

- Installed improperly or used outside of intended residential applications;
- Modified, altered, or repaired by parties other than Columbia Cabinets or its authorized representatives;
- Damaged due to improper installation or storage, misuse, neglect, abuse, or accidental impact;
- Damaged by exposure to high humidity, heat, cold, moisture, or water intrusion, including areas adjacent to appliances, sinks, plumbing fixtures, or bathrooms;
- Affected by failure to follow recommended care, maintenance, or environmental guidelines;
- Affected by normal wear and tear consistent with everyday residential use, including scratches, dents, abrasions, or finish wear resulting from everyday use;
- Affected by natural characteristics of wood and wood-based materials, including variation in grain, color, texture, movement, or finish appearance;
- Subject to visual and aesthetic preferences related to laminate pattern repetition, wood grain appearance, or component alignment, which are not considered warrantable conditions;
- Damaged by accidents, misuse, and Acts of God, including flooding, fire, or other environmental conditions beyond normal residential exposure or control;
- Associated with incidental or consequential costs, including labor, removal, reinstallation, or related property damage; or
- Affected or damaged by any other condition not resulting from a verified defect in Columbia Cabinets' materials or workmanship.

Additionally, Columbia Cabinets makes no warranty with respect to products or components not manufactured by Columbia Cabinets, including but not limited to hardware, lighting, inserts, decorative accessories, glass components, or non-wood elements. Such items are covered exclusively under the warranties of their respective manufacturers.

4. NATURAL CHARACTERISTICS AND ACCEPTABLE VARIATIONS

Wood and Wood-Based Materials

Solid wood, veneer, plywood, and engineered wood components are natural or wood-based materials and will inherently exhibit variation in grain, color, texture, density, and appearance. These variations are expected and are not considered defects.

Acceptable and non-warrantable characteristics include, but are not limited to:

- Natural variation in grain pattern, color tone, mineral streaks, sapwood, knots, or texture, which vary by species and individual piece.
- Subtle differences in tone, sheen, or appearance between components, doors, or accessories resulting from finish application, wood density variation, lighting conditions, or normal manufacturing tolerances.
- Differences in appearance between solid wood and veneered components of the same species due to differences in cut method, thickness, grain orientation, and how materials absorb and reflect finishes.
- Natural color changes over time due to aging, oxidation, UV exposure, or normal ambient environmental conditions. UV-protective finishes may moderate, but do not prevent, this process.
- Panel movement, joint lines, or fine hairline cracking—particularly in painted finishes—resulting from natural wood expansion and contraction over time.

Decorative Laminate Surfaces (TFL and HPL)

Decorative laminate surfaces, including Thermally Fused Laminate (TFL) and High-Pressure Laminate (HPL), are engineered materials designed to provide durability, visual consistency, and performance in residential applications. Unlike natural wood, laminate materials do not exhibit organic grain variation.

Acceptable and non-warrantable laminate characteristics include:

- Pattern repetition or visible repeat intervals inherent to the printed décor layer, particularly across adjacent components or large surface areas.
- Directional grain appearance or alignment differences between components, except where vertically grain-matched options are specifically offered.
- Visible seams, pattern transitions, or edge junctions at joints or between components, particularly in continuous or large-format installations.
- Minor variations in tone, sheen, or seam appearance due to manufacturing tolerances, substrate transitions, lighting conditions, or installation variables.

These characteristics are inherent to decorative laminate manufacturing processes and do not constitute defects in material or workmanship.

All variations described in this section are inherent to genuine wood cabinetry, engineered wood products, decorative laminates, and professional finishing processes, and do not affect structural integrity or service life when cabinetry is properly installed and maintained.

5. HANDCRAFTED AND SPECIALTY FINISHES

Certain Columbia Cabinets finishes—including but not limited to hand-applied glazes, dry brushing, distressing, burnishing, layered stains, specialty paint techniques, or artisan finishes—are individually rendered by hand to achieve a distinctive aesthetic.

As a result, these finishes may display:

- Variations in color tone, texture, depth, and pattern between components.
- Visible brushwork, glaze accumulation within profiles, softened transitions, hang-up areas, or tonal irregularities.
- Intentional wear-through, rub-through, wormholes, rasp marks, splits, carving marks, or aged effects as part of the intended design.

These characteristics are intentional design elements, valued aspects of handcrafted finishes, and are not considered manufacturing defects.

6. ENVIRONMENTAL AND HUMIDITY CONDITIONS

Cabinetry is constructed from wood and wood-based materials that are sensitive to environmental conditions. To ensure proper performance, Columbia Cabinets products must be maintained in a stable, climate-controlled indoor environment.



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6. ENVIRONMENTAL AND HUMIDITY CONDITIONS, CONT.

Recommended residential conditions include:

- Relative Humidity: 35% – 50% (with short-term variation down to 30% and up to 55%)
- Temperature: 65°F – 75°F (18°C – 24°C)

Failure to maintain appropriate environmental conditions may result in warping, cracking, swelling, shrinking, joint movement, or finish deterioration, including degradation of the cured coating film, and will void this warranty.

Consumers are advised to:

- Use humidifiers or dehumidifiers as needed to maintain environmental balance.
- Avoid installation in unheated, uncooled, or damp spaces such as garages, solariums, or basements.
- Provide adequate ventilation near heat-producing appliances and plumbing fixtures.

7. FINISH PERFORMANCE

Columbia Cabinets utilizes professional-grade post-catalyzed finishing systems selected for durability, chemical resistance, and long-term performance in residential environments.

However, all finishes are subject to environmental influences and normal aging. This warranty does not cover:

- Normal aging, mellowing, or color evolution of finishes.
- Effects of exposure to natural or artificial light, smoke, heat, cold, humidity, or airborne contaminants.
- Damage caused by improper cleaning practices or use of harsh, abrasive, ammonia-based, solvent-based, silicone-based, or abrasive cleaning products.
- Finish deterioration resulting from environmental instability, moisture exposure, or failure to follow recommended care and maintenance practices.

8. HARDWARE AND NON-WOOD COMPONENTS

Hardware items such as hinges, drawer slides, pulls, and internal mechanisms are warranted solely by their respective manufacturers and are not covered under this warranty.

Decorative accessories, lighting, glass inserts, and other non-wood components are similarly covered only by the original supplier's warranty.

9. LIMITATIONS OF LIABILITY

This warranty is the exclusive warranty offered by Columbia Cabinets.

To the fullest extent permitted by applicable law, this warranty is in lieu of all other express or implied warranties, including warranties of merchantability or fitness for a particular purpose, and to the extent permitted, such warranties shall be limited in duration to the duration of this Limited Lifetime Warranty.

Columbia Cabinets' liability is limited solely to the repair or replacement of defective products as described herein.

Under no circumstances shall Columbia Cabinets be liable for incidental, consequential, or secondary damages, including but not limited to loss of use, loss of time, inconvenience, labor, removal, reinstallation, or installation costs.

10. EFFECTIVE DATE AND DURATION

This Limited Lifetime Warranty applies to all Columbia Cabinets products manufactured on or after January 1, 2011, and remains in effect until superseded by a revised version issued by Columbia Cabinets.

Products manufactured prior to January 1, 2011, are governed exclusively by the applicable 10-Year Limited Warranty in effect at the time of manufacture.

Warranty coverage is determined by the date of manufacture, not the date of installation or sale.

11. GOVERNING LAW

For products purchased and installed in Canada, this warranty shall be governed by and construed in accordance with the laws of the Province of British Columbia and applicable Canadian federal law.

For products purchased and installed in the United States, this warranty shall be governed by applicable state law and federal law, including the Magnuson-Moss Warranty Act.

12. CLAIM PROCEDURE

To initiate a warranty claim, the consumer must:

- Contact the authorized Columbia Cabinets dealer from whom the product was purchased.
- Provide dated proof of purchase and a written description of the claimed defect.
- Allow Columbia Cabinets or its authorized representative to inspect the product.

If the original dealer is unavailable, claims may be directed to:

Columbia Cabinets – Warranty Department
2221 Townline Road
Abbotsford, BC, Canada V2T 6H1

All warranty claims must be submitted to Columbia Cabinets in writing within a reasonable time after the consumer's discovery of the alleged defect. The written claim must include sufficient detail to describe the nature of the alleged defect, the affected products, and, where reasonably available, supporting documentation such as photographs, purchase information, and installation details.

Columbia Cabinets reserves the right, but not the obligation, to inspect the cabinetry and the installation site, either directly or through a designated representative, prior to approving, denying, or authorizing any warranty remedy. The consumer shall provide reasonable access to the cabinetry for purposes of inspection. No warranty repair, replacement, or other remedy shall be authorized or performed unless and until such inspection has been completed or waived in writing by Columbia Cabinets.

SUMMARY STATEMENT

This Limited Lifetime Warranty reflects Columbia Cabinets' commitment to enduring quality and craftsmanship. Natural material variation, environmental influence, and finish evolution are inherent to fine cabinetry and do not constitute defects. Columbia Cabinets stands behind every cabinet it manufactures in accordance with the terms set forth herein.

Issued To

Customer Name

Address

Order Number

Customer Signature

Date

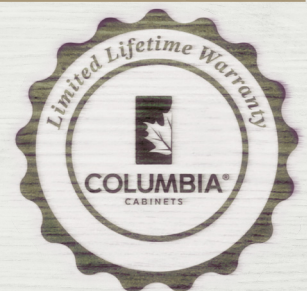
Authorized Dealer Info

Dealership Name

Designer Name

Authorized Signature

Date



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