

Adora Kitchens & Cabinetry Ltd.
General Warranty

1 Year from Delivery - Installation

- Cabinet boxes
- Installation
- Door and drawer adjustments (once in the first year as per Alberta New Home Warranty)
- Laminate Countertops
 - Bond, installation, manufacturers defects are covered.
 - Scratches, discoloration, and damage from water, heat, and household items (such as cleaners) are not covered.

General Warranty

- Hinges and drawer slide hardware have a lifetime warranty against manufacturer's defects under normal use.
- **3** year limited warranty on all doors against manufacturer's defects, determined at the discretion of an Adora representative. A tolerance of 3/16" of door warping (corner to corner) would be considered acceptable and will not be grounds for replacement.
- Wood will continue to expand and contract with seasonal changes, therefore hairline cracks at door joints and movement of wood panels are a characteristic of wood cabinetry and are not eligible for warranty. These will be most noticeable in all 5 piece finished doors. There is no warranty coverage for warping, cracking, or shrinking of doors resulting from inappropriate humidity levels. A relative humidity of 40-50% should be maintained year-round. Although a painted finish is very hard, it can also be susceptible to chipping due to an abrupt impact. Once a chip has occurred, the bond between paint and surface is compromised and can sometimes flake away easily unless repaired, this is not a manufacturing flaw, it is a reality of the product.
- 1 year warranty on all cabinet accessories, evaluated on a per case basis. These accessories include, but are not limited to: Lazy Susan's, pull outs, flip trays, hood fan, cutlery trays and inserts, knife blocks, spice racks and trays, floating shelves, and tray dividers.
- This warranty covers all parts and materials supplied by Adora, additional costs for travel and labour may apply.
- Naturally occurring wood characteristics such as wood grain, wood tone, and knots are normal; variations of these are not considered warrantable. Due to the uniqueness of genuine wood products, colour, grain characteristics, density and porosity variations will occur from one piece of wood to the next, which contributes to its inherent beauty and value. Yellowing will occur due to UV light, smoke, moisture, and other environmental factors. In addition, the wood itself will age (deepen in colour), over time. Take this into consideration for comparison with former samples and/or projects. A finish with coloured lacquer, dusting and/or glazing will vary from one job to the next, or even within the same set of cabinets.
- Corian Countertops
 - Please see Adora's website for details on DuPont's Corian Warranty.
 - https://www.4willis.com/wp-content/uploads/2019/10/Corian-SS_Warranty_Residential_k-30070.pdf
 - https://www.4willis.com/wp-content/uploads/2019/10/Corian-SS_Warranty_Commercial_k-30071.pdf

This warranty does not cover the following items, including but not limited to:

- Damage caused by misuse, abuse, improper cleaning, and normal wear and tear
- Any kind of water/steam/heat/impact damage etc.

- Products affected by environmental factors such as very low or very high humidity, no heat/extreme heat etc.
- Damage by other trades/homeowner/pets/accidents etc.
- Continued use of damaged items, resulting in further damage to the product
- Hinges or slides forced beyond their normal range of motion.
- Door/drawer adjustments after 1 year as per Alberta New Home Warranty
- Multiple door/drawer adjustments in the first year (please look at all doors and drawers before making an adjustment appointment)
- Garbage roll out's causing damage to inside of cabinet due to improper usage/overloading/bent slides.
- Bumper pads falling off. Migrating bumper pads should be replaced immediately.
- Appliance dimensions that have changed after order confirmation.
- Framing changes that have occurred after onsite confirmation.

A service call may be requested to resolve any of these issues.

Service/Warranty Requests

To ensure all Warranty Requests are completed in a timely manner, the homeowner must ensure a detailed list of all deficiencies, photos are preferred for any cabinet damage. Items not listed on the deficiency list may result in an extra trade appointment to correct, may be charged a service call.

Warranty Requests for items that are not included in Adora's scope of work will be charged back for a service call, including but not limited to:

- Levelling, raising, or adjusting appliances.
- Adjusting outlet boxes and faceplates which are crooked or improperly installed.
- Drawer sag due to improper granite/quartz installation
- Cleaning wall paint off of the cabinetry
- Sinks installed off centre, too far forward or back in granite countertops resulting in cabinetry adjustments.
- Items jammed in overloaded drawers by client.
- Replacing slides with tile grout in the mechanism

Making a Warranty Request?

If you would like to make a Warranty Request, please call or email Adora and a salesperson will be in touch to discuss the issue.

WARRANTY SERVICE WILL NOT BE WARRANTED TO ANY OUTSTANDING ACCOUNTS

WARRANTY IS NON-TRANSFERABLE