








# Yorktowne<sup>®</sup> CABINETRY

YORKTOWNE, INC.  
AN ELKAY COMPANY

## LIMITED PRODUCT WARRANTY

Yorktowne, Inc., warrants to the original consumer purchaser\* for as long as the purchaser owns the home for which the cabinets are purchased, that our cabinets and parts will be free from *defects in material and workmanship* under normal residential usage. The warranty period begins on date of purchase by the original consumer purchaser\*. After Yorktowne or its designated representative inspects the cabinets and parts, we will replace (or repair, at our discretion) defective cabinets or parts free of charge.

WARRANTY	PRODUCTS	
	DOOR STYLES	CONSTRUCTION
Lifetime Limited  Applies to consumer purchases on or after February 7, 2000.		Featuring  or 
5 Year Limited  Applies to consumer purchases on or after February 6, 1996.		Featuring 
Drawer slides, hinges, and plastic revolving shelves carry a lifetime limited warranty, which is warranted by the original manufacturer of this equipment.		
Cabinetry purchased unfinished or modified by someone other than Yorktowne is not covered by these warranties.		

\*The limited warranty is transferable from the company that purchased the cabinetry to the original purchasing consumer. No other transfers of this limited warranty are permitted. For new construction, proof of new home purchase and date are required.

### WHAT THE PRODUCT WARRANTY COVERS

- The warranty covers replacement (or repair, at our option) of parts that **prove defective in material and/or workmanship**. Proper installation and normal use are required conditions. The cabinet parts covered include:
 

Cabinet front frames	End panels	Drawer fronts
Cabinet doors	Shelves, trays	Drawer bodies
Back panels	Tops, bottoms	Hardware (drawer slides, hinges)
- Replacement (or repair, at our option) of cabinet finishes which do not meet our product specification standards.
- Replacement of missing cabinet parts or components.
- Replacement of drawer slides, door hinges, and/or plastic revolving shelves which are defective in materials and/or workmanship.

### WHAT THE PRODUCT WARRANTY DOES NOT COVER

- Correction of improper installation or repair of damage caused by improper installation.
- Labor or other costs for removal, repair, replacement, or re-installation of cabinets or parts (unless approved by Yorktowne in lieu of replacement).
- Replacement or repair of parts when cabinetry is used in other than a residential home.
- Replacement or repair of cabinets and/or parts subjected to: field alteration or modification, extreme heat/cold or dryness/moisture levels, misuse, negligence, abuse, accidents, damage in transit, abnormal use, excessive sunlight or smoke, improper installation, handling, care and/or cleaning.
- Deterioration due to normal wear and tear.
- Improper storage situations where loading or use exceeds the Kitchen Cabinet Manufacturers Association testing and certification standards which are in compliance with American National Standards Institute #A161-1-2000.
- Service calls to correct the improper installation of cabinets.
- Repair or replacement of any products used or installed in conjunction with our products such as plumbing fixtures, counter tops, and appliances, and any associated labor costs.
- Any use of our cabinetry or parts contrary to instructions furnished by us.

## PRODUCT WARRANTY (continued)

### WHAT THE PRODUCT WARRANTY DOES NOT COVER (continued)

- Drawer slides, hinges, or plastic revolving shelves that have been exposed to excessive loads or abused. Warranty does not include removal or replacement of defective drawer slides, hinges, or plastic revolving shelves.
- Dissatisfaction due to improper maintenance or installation.
- Damages from fire, flood, or acts of God.
- Any incidental, consequential, or other damages of any kind or nature.

### WHAT YOU SHOULD KNOW

Please consult our "Appreciating Your Wood Cabinets" information.

Naturally occurring variations are inherent in real wood products. These variations should not be perceived as defects. They include:

- Variations in color, shade, grain and texture.
- Naturally occurring mineral streaks, pitch pockets and knots.
- Color differences between and among wood panels and parts.

These naturally occurring characteristics as found in wood products are acceptable when within our product standards and commercial tolerance. Natural woods, thermo foil and laminate products exhibit subtle changes in color as they age and are not considered product defects.

Variations also occur in Yorktowne's hand-wiped Glazes and Character Finish Packages finishes. These variations in finishes should not be considered defects in workmanship or material, but are what give each piece a unique and authentic, hand-crafted look. Please consult our Glaze Finish and Character Finish Package Agreement, if applicable. The variations in finishes may include:

- Glaze coating color variations due to the hand wiping process.
- More glaze around natural characteristics in the wood and "hang-up" on profile edges.
- Variations in the evenness and thickness of finishes.
- Variations in the positioning, arrangement, shape and number of markings made on each cabinet.

There are also *environmental conditions*, beyond our control, that *affect* wood products. These include:

- Natural hardwoods react to seasonal changes and dry and humid climate conditions. These changes cause expansion and contraction in wood products. Wood expands when exposed to heat and/or high humidity, and contracts when exposed to cold and/or unusually dry conditions. These extremes are often part of the normal climate in certain parts of the country.
- Stable atmospheric conditions are required for joints on cabinet doors and front frames to remain tight. Miter joints, in particular, are prone to open or gap as a result of extreme or unstable surrounding atmospheric environments. In most cases, a home with properly maintained heating and cooling systems will provide the stable conditions required to keep your cabinets beautiful for many years.
- Sunlight, smoke, household cleaners and chemicals, and other environmental conditions may also affect color and consistency over time.

Changes in the product caused by these environmental conditions are not considered defects.

In keeping with our policy of continuous product refinement, we reserve the right to change specifications in design and materials, as conditions require.

The warranty is subject to the customer's proper handling of the cabinets and parts after delivery.

The warranty is not transferable to subsequent homeowners.

### HOW TO OBTAIN PRODUCT WARRANTY COVERAGE

To obtain coverage, contact the Yorktowne retailer where you purchased our product or call our toll-free number, 1-800-777-0065, or contact us via our website, [www.yorktowneinc.com](http://www.yorktowneinc.com).

*A copy of the original purchaser's\* dated receipt is required to obtain the benefits of this warranty. All claims must specify the defects and be approved in writing by Yorktowne prior to parts being shipped or repairs started.* Yorktowne has final approval of resolution method. Upon receipt of written authorization, replacements can be obtained by returning the defective cabinet or part, transportation charge prepaid, to:

Customer Service - Warranty  
Yorktowne, Inc., an Elkay Company  
100 Redco Ave.  
Red Lion, Pennsylvania 17356-0231

Correspondence must include brand name, product style and finish.

Our warranty coverage includes replacement of the defective cabinet or part (or repair, at our option). Material will be of the same style, color, design and construction, if available. Where a product under warranty is unavailable or has been discontinued, or where the cabinet specifications have been changed, we reserve the right to honor the warranty by replacing the affected part with one of *similar or comparable* appearance, color, design and construction, based on current product offerings at that time. Due to the changes in color that occur during the natural aging process of wood, thermo foil and laminate products over time, we cannot guarantee an exact consistency of the finish on the replacements with the original parts. After corrective action is taken on a defect, you will continue to receive warranty coverage for the remaining period of your original warranty.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.