

WARRANTY INFORMATION

Warranty Information

FGM Cabinetry offers our customer a limited lifetime warranty on manufacturing defects for all of our door styles. This warranty does not cover products that have been misused, mishandled, abused, improperly stored or installed, modified or subject to excesses of moisture or extreme temperatures, accidents, negligence, on-site alterations, improper storage, defective installation, or normal wear and tear. The product must be used exclusively for its intended purpose in order to be covered by this warranty. This warranty shall become void if the cabinets are in any way modified, improperly installed or damaged prior to or during installation, or installed or utilized in other than normal residential applications.

This warranty does not include or cover the cost of installation, removal, subsequent damage or transportation of the defective product, regardless of whether work was performed by a contractor, service company, or homeowner. This warranty does not apply to any products used in conjunction with the cabinetry, such as countertops, appliances, or plumbing fixtures. The obligation of FGM Cabinetry under this warranty shall be limited to the repair or exchange of any part or parts that FGM Cabinetry deems proven defective under normal use and service within the warranty period.

FGM Cabinetry is constructed from several pieces of solid wood and wood veneers on plywood. Differences in grain pattern and color should be expected. Wood characteristics naturally occurring such as variations in color, grain, mineral streaks and knots are not considered defects. Color variations and color softening in cabinets are a natural occurrence due to species, age, character of cabinets, and exposure to UV light and sunlight. For these reasons, new and/or replacement cabinets may not match display samples and/or existing cabinets. Such variations and changes are not considered defects. This warranty applies only to defects and does not apply to the yellowing and aging of any wood product. FGM Cabinetry products are wood products. Extreme conditions will cause any wood product to respond adversely (high/low humidity, temperature, etc.) and this warranty does not apply to cabinetry exposed to extreme conditions. Mitered doors joints in particular are more likely to react to conditions of its environment. Gaps that may develop in door joints due to conditions of its environment are not subject to replacement under this warranty. Painted finishes react differently than stained finish with normal wood movement and climatic conditions may result in breaks in finish, recesses, and joint and panel lines. These are considered a normal occurrence and not covered under warranty. Cabinet doors that are warped must be allowed to hang through one seasonal heating cycle. (i.e. through a full summer) before replacement will be considered under this limited warranty. Doors that are warped in either direction not exceeding one-quarter inch (1/4") do not exceed normal material expectation and are not covered under the terms of this warranty.

FGM Cabinetry periodically makes changes to its product line and specifications. If a warranty claim is filed for a discontinued or unavailable item, FGM Cabinetry will replace the part(s) under warranty with a new part of the same style or with a similar style currently offered. Some replacement parts are subject to availability, and may differ from those originally supplied. FGM Cabinetry cannot be held responsible for replacement product that may not exactly match installed product.

Warranty claims cannot be made directly to FGM Cabinetry LLC by the consumer purchaser. The consumer must contact the dealer or distributor from whom the products were purchased and report the nature of the defect. To submit a warranty claim, the original consumer purchaser must contact the FGM Cabinetry LLC distributor where the product was purchased. The independent dealer or distributor will obtain the information necessary to make a claim decision and forward such information in writing to FGM Cabinetry LLC for action on the claim. If the dealer or distributor is no longer functioning as a business entity, please submit your claim in writing with a proof of purchase to:

FGM Cabinetry, 1819 W Edgar Road, Linden, NJ, 07036

This writing is the complete and exclusive statement of the express warranties provided herein and is in lieu of all other express and/or statutory warranties by the manufacturer, to the extent provided by law. There are no implied warranties extending beyond the terms of this warranty. FGM Cabinetry LLC shall not be liable for any incidental or consequential costs, expenses or damages.

If a manufacturing defect does occur within the terms and conditions of this warranty, FGM Cabinetry will replace the defective part and ship it to you via ground shipper or freight carrier, at our discretion.

Please do not send the defective item unless and until the item is expressly requested by our claims department. Pictures of item(s) may be requested. Making a fraudulent claim may be a crime, and violators may be prosecuted.

Defect or item missing Claims

After the delivery of the cabinets, the customers will be asked to sign a delivered cabinets list. If there is anything missing, the customers should contact FGM's customer service immediately and should not sign the paperwork until the missing part is delivered. Any missing item claims will NOT BE HORNED once a delivery is signed.

For shipping or assembling damage, **we strongly recommend our customers to open all the boxes within 7 days of delivery** to check all the delivered cabinets. Any shipping or assembling damage claim filed after 7 days of the delivery date will not be horned and the damaged part will not be replaced. The Damaged item claims must be made prior to assembly and/or installation. Any damaged item that is installed or assembled will not be replaced.