

Crystal / Quest Limited Lifetime Warranty

What does this limited warranty cover?

This limited warranty covers defects in material and workmanship in your Crystal custom cabinetry under normal home use and service. Effective with purchases made after November 1996.

How long does this limited warranty last?

This warranty lasts for as long as the initial purchaser of the products owns them at the original site of installation.

What will Crystal Cabinet Works, Inc. do?

Crystal Cabinet Works, Inc. will replace or repair any part or parts which may prove defective under normal home use and service.

What does this warranty NOT COVER?

This warranty does not cover expenses involved in the removal or installation of any item or product. It does not apply to the mellowing or aging of wood products due to photo-degradation (the effect of natural and artificial light to woods and finishes) of the products' finished appearance. It does not apply to our products or any part thereof which has been subject to accident, negligence, alteration, abuse, misuse, defective installation, improper storage, or normal wear and tear. Crystal Cabinet Works, Inc. reserves the right to substitute parts of like quality if a substantially identical replacement part is unavailable. Also, consequential and incidental damages are not recoverable under this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty does not apply to any special order product for which a written disclaimer of warranty was signed by the purchaser or the purchaser's agent.

Effect on Implied Warranties

Crystal Cabinet Works, Inc. makes no other warranty of any kind—express or implied. The implied warranties of merchantability and fitness for a particular purpose and all other warranties, express or implied, are excluded from this transaction and shall not apply to the goods sold unless the goods are "consumer products" as that term is defined by the federal Magnuson-Moss Warranty Act. Some states do not allow limitations on implied warranties, so the above limitations may not apply to you.

How do you get service?

To file a warranty claim, the purchaser should contact the local independent dealer or distributor from whom the cabinets were originally purchased. The consumer must provide the independent dealer, distributor or Crystal Cabinet Works, Inc. with proof of purchase. This may be done by providing the independent dealer, distributor or Crystal Cabinet Works, Inc. with a copy of the invoice and/or receipt originally received with the purchase of the cabinets. FAILURE BY THE CONSUMER TO PROVIDE PROOF OF PURCHASE VOIDS ANY CLAIM MADE UNDER THIS WARRANTY. The independent dealer or distributor will obtain the information necessary to make a claim decision and forward such information in writing to Crystal Cabinet Works, Inc. for action on the claim. Warranty claims must include a complete description of how the defect occurred. If the independent dealer or distributor is not available, the purchaser may contact Crystal Cabinet Works, Inc. directly at 800-347-5045.

How does state law apply?

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.