

Redl is pleased to warranty to the original buyer that all cabinetry manufactured by Redl (the “warranted goods”) shall be free from defects in workmanship and materials in normal residential use and in accordance with the Wood Specifications, Cabinetry Care and Cleaning Procedures. This warranty is applicable to the original purchaser and is not transferable to subsequent owners.

This warranty shall be valid for a period of 10 years commencing on the date of delivery, except with respect to components, doors, and countertops forming part of the warranted goods but that are not manufactured by Redl (“Excluded Components”). Excluded components are not warranted by Redl, and will be covered only by the express warranty, if any, of the manufacturers thereof. Redl makes no representation, warranty, condition, or guarantee of any kind with respect to any excluded components.

If defects in material or workmanship are discovered during the applicable warranty period, Redl will elect, in its sole discretion to either repair or replace the defective material(s). If Redl elects to replace the defective material(s), Redl cannot guarantee that the color and finish of the replacement material(s) will exactly match the color and finish of the original component(s). This is due to the changes that occur in the materials natural aging process as well as dye lots in paints and stains. While Redl makes every effort to ensure that all our finishes are consistent with our samples, variations in graining, knots, mineral deposits and dye lots are inherent and are considered acceptable, and therefore not covered under warranty.

The obligation of Redl to either repair or replace any defective material shall be dependent upon Redl’s current available products (e.g. Styles, materials, construction & finishing methods, etc.) at the time of the warranty claim. Redl shall have no obligation to repair or replace any product that has been discontinued or which has become obsolete. If a warranty claim involves a discontinued or obsolete product, Redl reserves the right to remedy the claim as it sees fit.

This warranty covers only parts and materials of warranted goods supplied by Redl to the owner. This warranty expressly excludes:

- a. Any expense incurred for removing defective parts or installing the replacement parts. Redl does not assume liability for any failures, breakage, or additionally incurred costs resulting from abuse, improper installation, misuse, negligence, accidents, or conditions which are beyond the immediate control of Redl and its representatives.
- b. Any transportation or shipping costs incurred in connection with warranted goods.
- c. Any flooring, tiles, sinks, countertops, appliances, plumbing fixtures, etc. including any labor in relation thereto, to remove and reinstall related components such as appliances, sinks, etc.
- d. Any damage and/or deterioration due to normal wear and tear to the warranted goods arising from normal residential use.
- e. Any damage and/or defect attributed in whole or part to the misuse, abuse or neglect of the warranted goods, including without limitation, any failure to use or maintain the warranted goods in accordance with the Prescribed Care and Cleaning Instructions.
- f. Any deterioration and/or damage to the warranted goods attributable to the elements, including but not limited to the exposure of sunlight, water, moisture, humidity, smoke, fire, or household cleaners.
- g. Any damage and/or defect attributable to any modification, alteration, or correction of the warranted goods by any person not authorized by Redl.
- h. Appearance of any hairline cracking. The appearance of hairline cracks does not affect the structural integrity of the door. If a hairline crack is visible to the naked eye from a minimum distance of 915mm then it will be considered under warranty and resolved as Redl sees fit.
- i. There will be no warranty on any wood doors that are to be painted a solid color. With the natural expansion and contraction of wood, the paint will crack. Any moisture under the paint or lacquer will cause it to peel.

- j. Materials expand and contract over the course of time, dependent upon the seasonal changes and surrounding humidity. This warranty does not cover any issues with shrinking panels or stain shadow lines. Due to the natural expansion and contraction of wood, any product with a single panel over 600mm wide or 1100mm high will carry no warranty. This includes but is not limited to raised panel doors and drawer fronts. Please note: Changes in the humidity and or temperature in the environment may naturally alter the appearance of certain products. Redl highly recommends that all heating/cooling systems be fully operational prior to the cabinet installation. The recommended relative humidity should be between 30 and 40%.
- k. Natural products possess irregularities in density and shade and therefore Redl is unable to guarantee a completely uniform color tone.
- l. A tolerance of 5mm in door warping (corner to corner) is considered acceptable and is not considered warrantied. Any doors over 1100mm tall or 600mm wide, must be manufactured with a center rail, or stile to try to help avoid warpage.
- m. Any damage and/or defects caused in part or in whole by sub-trades not commissioned by Redl.
- n. Any product which has been improperly stored. If the product must be stored, it should be covered and stored in a humidity and temperature-controlled environment, away from direct sunlight.
- o. Any Excluded Components.
- p. Any damage or defects discovered or reported after expiration of the warranty period.

The obligation of Redl under this warranty are conditional upon:

1. Redl cannot guarantee the humidity in our manufacturing plant will be consistent with the end home for the cabinetry therefore there may be some movement which is beyond our control.
2. The warrantied goods being maintained in accordance with the Cleaning and Care Instructions as attached in Schedule "B".
3. The original purchaser providing notice to Redl within thirty (30) days of first becoming aware of any defect in the warrantied goods.
4. All amounts owing to Redl by the purchaser have been paid in full.

Redl warranty does not cover service calls to adjust moving components such as doors and drawers of the cabinets which may require adjustments from time to time and are typically caused by movement of the home and normal use. This is not considered product failure and are subject to a service call charge. Alternatively, adjustments can easily be made by the homeowner. Refer to the Cleaning and Care Instructions

For more information on the characteristics of the products, and for Cleaning & Care Instructions, please refer to Section 2-E.