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One Year Limited Warranty

Congratulations on the purchase of your new cabinets!

Gem Cabinets warrants the manufactured cabinetry component and component product to be free of defects in material and workmanship for one (1) year from the date the product is installed.

Gem Cabinets will, after its inspection and at its election, repair, replace or make appropriate adjustments if a defect is found in normal use. In respect to warranty issues after installation Gem Cabinets is not responsible for incidental or consequential costs. This warranty excludes product damage due to product abuse, or product misuse, and installation error when Gem Cabinets does not install the cabinets. In no event shall the liability of Gem Cabinets exceed the purchase price of the product.

Adjustments which are required at a later date due to settling and/or drying out of the house are not considered defects and therefore are not covered under this warranty. Such adjustments include but are not limited to resealing joints between cabinets and walls of the house; and adjustments to doors, drawers and other cabinet accessories. This warranty also does not extend to differences in natural colour and grain, as two pieces of wood, even from the same tree, are never exactly alike. Each piece of wood will react differently to finishing materials used. Finally, mineral or sound knots and slight surface cracks are not covered by the warranty as they are true characteristics of quality solid and veneer wood products.

Special considerations:

- Doors that are warped or have contracted 1/4" or less must be allowed to hang through 2 seasons (spring, summer) before replacement will be made. Typically, the door will return to its normal position after conditioning to its environment.
- Finish deviations must be inspected by an authorized Gem Cabinets representative. Determination will be made following the inspection whether repair in the field or to the factory for refinishing or replacement. No field repair may be made without approval from Gem Cabinets.

- Stain variation: Since no two trees are the same, wood is a unique material with the natural variations in grain, texture and colour. These variations may also cause considerable differences between old samples and new cabinets. Please note: Newly produced cabinets will never be the same as aged samples or cabinets.
- This warranty does not apply to any thermo foil products installed without the use of properly installed heat shields adjacent to appliances or fixtures such as lighting that generate high temperatures.
- Due to material variances and manufacturing processes there is a 1/8" tolerance on the width of all cabinets. Gem Cabinets is not responsible for any measurements taken by another party.
- Controlling humidity and temperature is critical to the care of your cabinetry. The temperature should stay between 16 and 30 degrees C and the humidity level should be between 25 and 50%. Failing to maintain these conditions can void this warranty.

The repair or replacement of our products is contingent on the availability of the items. If a warranty claim is filed after the product has been discontinued or modified Gem Cabinets reserves the right to honor the warranty in the following fashions.

- To repair or replace the affected component with a new component of the same style.
- To repair or replace the affected component with similar and comparable product to achieve a similar appearance to the original product purchased.

If you believe that you have a warranty claim, contact us directly at 780-454-8652 or toll free at 1-866-454-8652. Please be sure to provide all pertinent information regarding your claim, including a complete description of the problem, the product, work order number, address, colour, finish, and the date the Product was installed and the designer from whom the product was purchased.