



Limited Warranty

Thank you for your purchase of cabinetry from NuWay Kitchens. These cabinets have been proudly manufactured in Newfoundland and Labrador with quality materials by our valued and experienced team.

Warranty

NuWay Kitchens provides a 5 year limited warranty that all cabinetry/laminates will be free of defects of materials and workmanship under normal use. This warranty applies to the registered owner's cabinets at the original location or address and only to those parts found defective under normal use for which they were designed or intended.

Each NuWay product warranted must have been purchased and installed from NuWay Kitchens or an authorized NuWay Kitchens dealer.

General Warranty Guidelines

Should defects in material or workmanship be shown to exist in a NuWay product, we may repair or replace, at our option any such defective product covered by our warranty. Further, our warranty does not cover costs associated with loss of time, loss of use, loss of revenue, inconvenience or other incidental damages. Neither does the warranty cover deterioration due to normal wear and tear, damage by misuse, neglect, acts of God, exposure to moisture or extreme heat, abuse and other occurrences beyond the control of NuWay Kitchens.

NuWay's in house quality and service teams, with over 50 years of experience, will inspect and determine the course of action based on the results of their findings in conjunction with NuWay's Quality Standards.

Characteristics of Wood

The natural wood that we use in our product has characteristics that make every cabinet both beautiful and unique. All hardwoods have their own personality, variation in color, texture and grain pattern that are an inherent part of this natural material.

Natural hardwood variations often include distinctive grain patterns or unusual shadings in color. These reflect the “Life History” of the tree and contribute to the unique look of your cabinets. As with all natural materials, your cabinets will be affected by environmental factors such as natural and artificial lighting. You can expect to see the color gradually change and mellow as the wood gains in natural Patina over time. Furthermore, sunlight, smoke, household cleaners and other environmental conditions will also affect the colour match of all cabinetry over a period of time. As a result of these natural occurrences, any warranted product cannot be guaranteed to be exact in finish and appearance.

Humidity

It is very important that customers understand the effect of household environments on solid wood doors.

NuWay utilizes quality hardwood material that is kiln dried to a moisture content of 6 – 9%, meeting industry standards. NuWay also uses a ‘floating’ panel that is dimensioned to allow for the expansion and contraction of the panel during different atmospheric conditions in the home throughout the year. This is a natural response of wood to relative humidity conditions and cannot be viewed as defective. Every effort is made to mask this occurrence through application of a pre-stain process of the panel however ultimately, it is the customer’s responsibility to maintain consistency in humidity levels within in the home. Please be aware of this issue as it does occur in all solid wood products.

New homes and newly renovated rooms will move and settle with time. This warranty does not cover cracked caulking joints or misaligned doors and drawer fronts as a result of this natural settling process.

Warpage

A common problem resulting from extreme fluctuation in humidity levels inside a home is warpage of solid wood doors. A tolerance of $\frac{1}{4}$ ”, measured from corner to corner is within an acceptable range. A measurement greater than $\frac{1}{4}$ ” would constitute replacement providing humidity in the area where cabinets are installed, is maintained between 40 – 50% year round.