

Warranty, Claims & Information

American Woodmark Limited Lifetime Warranty

The manufacturer of American Woodmark warrants to the original residential or commercial purchaser that all American Woodmark cabinets and accessories are free from defects in materials and workmanship for the following durations, subject to the limitations set forth below:

Original residential purchaser: An "original residential purchaser" is defined as any person who purchases the cabinetry for personal use in his or her private residence. The duration of this limited warranty begins at the date of delivery to the residence and extends until such time as that residential purchaser no longer resides at the residence. "Residential purchaser" extends to any person who owns and resides in the residence where the cabinetry is installed, for whom the cabinetry is purchased by a contractor, remodeler or other person/entity, except in commercial applications defined below.

Original commercial purchaser: An "original commercial purchaser" is any person or entity, including but not limited to landlords, leasing companies, contractors, remodelers, and private or public businesses, who purchases the cabinetry for installation and use in any location that will be leased or used as a rental unit, or used for any other commercial or industrial application. The duration of this limited warranty is five years from the date of the product delivery to the location.

Proof of purchase is required. This limited warranty is expressly limited to repair or replacement of the cabinetry at the discretion of the manufacturer. This limited warranty does not include labor costs for removal, repairs, installation, or replacement.

This limited warranty does not cover defects, damage, or failure caused by improper handling, cleaning, installation, storage, assembly or disassembly, intentional damage, unauthorized product modifications and repairs, exposure to the elements including extreme humidity, moisture, or temperatures which may result in warping, splitting, or finish failure, accidental misuse, abuse, or negligence. Humidity levels in the home with cabinetry outside the range of 30-50% and temperature levels outside the range of 50-85°F are considered extreme.

Natural woods may vary in texture, color, and wood grain, and exhibit subtle changes as they age. For example, wood joints may develop visible cracking around the joint area and cabinet colors may darken or lighten over time.

Sunlight, smoke, moisture, household cleaners and other environmental conditions may cause materials to vary from their original color and/or to warp, split or crack. These variations are considered to be the nature of the material in relation to its environmental exposure and are not covered under this limited warranty.

THE MANUFACTURER OF AMERICAN WOODMARK CABINETRY MAKES NO OTHER WARRANTIES OTHER THAN THOSE SET FORTH HEREIN AND ALL OTHER WARRANTIES ARE HEREBY DISCLAIMED.

THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN DURATION TO THE LENGTH OF THE LIMITED WARRANTY PERIOD. THE LIMITED WARRANTIES SET FORTH HEREIN ARE LIMITED TO THE FIRST AND ORIGINAL BUYER AND ARE NOT TRANSFERABLE THEREAFTER. PROOF OF PURCHASE IS REQUIRED TO DETERMINE ELIGIBILITY.

EXCEPT AS PROVIDED IN THIS LIMITED WARRANTY AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE MANUFACTURER OF AMERICAN WOODMARK CABINETRY SHALL NOT BE LIABLE FOR INCIDENTAL, DIRECT, INDIRECT, CONSEQUENTIAL, OR SPECIAL DAMAGES TO THE PURCHASER OR TO ANY THIRD PARTY RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO: LOSS OF USE, LOST PROFITS, LOSS OF BUSINESS OPPORTUNITY, LOSS OF PROPERTY, OR OTHER ECONOMIC LOSSES. THE FOREGOING LIMITATION SHALL NOT APPLY TO PERSONAL INJURY CLAIMS OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLIGENT ACTS AND/OR OMISSIONS.

Additional Exclusions, Limitations and Disclaimers

This limited warranty limits the coverage period for the following components that were not manufactured by American Woodmark:

Range hood blowers and components - one year from the date of delivery

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

Claims

All claims under this limited warranty must be submitted to the manufacturer and must specify the defects present in the cabinets and accessories. Photos or samples of the product may be required to determine coverage.

After the manufacturer has had an opportunity to inspect the cabinets and/or accessories, it will, at its discretion, ship at no cost to the customer, replacement cabinets and/or parts necessary for repair. Products may require chemical or function testing to determine resolution of a warranty claim. Replacement products are subject to availability and may differ from those originally supplied.

Submit all claims to American Woodmark at 561 Shady Elm Road, Winchester, VA 22602, CustomerCare@WoodmarkCabinetry.com, OR 800-677-8182.

Lost or Damaged No-Charge Replacement Parts

As with any manufactured and shipped product, transportation damage and defects may occur. Should the unexpected arise, we are here to help. Follow our lost or damaged replacement part process below to ensure your customer has everything they need for their project.

- Have your customer check-in and inspect all cabinetry upon delivery.
- Report any shortages or missing items to our Customer Care team within 60 days of delivery.
- Report any defects or shipping damages to our Customer Care team within 90 days of delivery.

When contacting Customer Care for a no-charge replacement, please ensure you have the original order number and a detailed description of the issue. We will work to get any replacements out to you as quickly as possible.

Information

Please visit resources.woodmarkcabinetry.com for all your designer needs.

If you would like further clarification about any of our products or processes, please call your exclusive Home Depot Customer Care Professional at **800-677-8182**.

When designing with the American Woodmark Designer's Choice offering, use the **AWCHOICE**, **AWCHOIC2** and **AWCHOIC3** 2020 Catalogs. For the American Woodmark PRO offering, use the **AWPRO**, **AWPRO2** and **AWPRO3** 2020 Catalogs.

CONTINUOUS IMPROVEMENT

In keeping with our policy of continuous product refinement, American Woodmark reserves the right to change specifications in design and materials as conditions require.