

Limited Warranty Information

TSG, llc warrants its Forevermark Cabinetry to be free of manufacturer defects for five (5) years from the date of purchase for most lines (all cabinets with painted finishes are limited to two (2) year warranty), or as long as the original purchasing consumer owns the home, whichever is less, against avoidable and unnatural defects in material and workmanship under normal use. This limited warranty applies to domestic use only, is non-transferable, and proof of purchase is required.

This warranty does not cover products that have been misused, mishandled, abused, improperly stored or installed, modified or subject to excesses of moisture or extreme temperatures, accidents, negligence, on-site alterations, improper storage, defective installation, or normal wear and tear. The product must be used exclusively for its intended purpose in order to be covered by this warranty. This warranty shall become void if the cabinets are in any way modified, improperly installed or damaged prior to or during installation, or installed or utilized in other than normal residential applications.

This warranty does not include or cover the cost of installation, removal, subsequent damage or transportation of the defective product, regardless of whether work was performed by a contractor, service company, or homeowner. This warranty does not apply to any products used in conjunction with the cabinetry, such as countertops, appliances, or plumbing fixtures. The obligation of Forevermark Cabinetry under this warranty shall be limited to the repair or exchange of any part or parts that Forevermark Cabinetry deems proven defective under normal use and service within the warranty period.

Forevermark Cabinetry is constructed from several pieces of solid wood and wood veneers on plywood. Differences in grain pattern and color should be expected. Wood characteristics naturally occurring such as variations in color, grain, mineral streaks and knots are not considered defects. Color variations and color softening in cabinets are a natural occurrence due to species, age, character of cabinets, and exposure to UV light and sunlight. For these reasons, new and/or replacement cabinets may not match display samples and/or existing cabinets. Such variations and changes are not considered defects. This warranty applies only to defects and does not apply to the yellowing and aging of any wood product. Forevermark Cabinetry products are wood products. Extreme conditions will cause any wood product to respond adversely (high/low humidity, temperature, etc) and this warranty does not apply to cabinetry exposed to extreme conditions. Mitered door joints in particular are more likely to react to conditions of its environment. Gaps that may develop in door joints due to conditions of its environment are not subject to replacement under this warranty. Painted finishes react differently than stained finish with normal wood movement and climatic conditions may result in breaks in finish, recesses, and joint and panel lines. These are considered a normal occurrence and not covered under warranty. Cabinet doors that are warped must be allowed to hang through one seasonal heating cycle. (i.e. through a full summer) before replacement will be considered under this limited warranty. Doors that are warped in either direction not exceeding one-quarter inch (1/4) do not exceed normal material expectation and are not covered under the terms of this warranty.

Forevermark Cabinetry periodically makes changes to its product line and specifications. If a warranty claim is filed for a discontinued or unavailable item, Forevermark Cabinetry will replace the part(s) under warranty with a new part of the same style or with a similar style currently offered. Some replacement parts are subject to availability, and may differ from those originally supplied. Forevermark Cabinetry cannot be held responsible for replacement product that may not exactly match installed product.

Warranty claims cannot be made directly to Forevermark Cabinetry or TSG, llc by the consumer purchaser. The consumer must contact the dealer or distributor from whom the products were

purchased and report the nature of the defect. To submit a warranty claim, the original consumer purchaser must contact the Forevermark Cabinetry dealer or TSG, llc distributor where the product was purchased. The independent dealer or distributor will obtain the information necessary to make a claim decision and forward such information in writing to Forevermark Cabinetry/TSG, llc for action on the claim. If the dealer or distributor is no longer functioning as a business entity, please submit your claim in writing with a proof of purchase to:

Matrix Cabinets
52 Industrial Dr.
Baxley, Ga. 31513

This writing is the complete and exclusive statement of the express warranties provided herein and is in lieu of all other express and/or statutory warranties by the manufacturer, to the extent provided by law. There are no implied warranties extending beyond the terms of this warranty. Forevermark Cabinetry and TSG, llc shall not be liable for any incidental or consequential costs, expenses or damages.

If a manufacturing defect does occur within the terms and conditions of this warranty, Forevermark Cabinetry will replace the defective part and ship it to you via ground shipper or freight carrier, at our discretion.

Please do not send the defective item unless and until the item is expressly requested by our claims department. Pictures of item(s) may be requested.



Matrix Cabinets
Kitchen & Bathroom Cabinetry
52 Industrial Dr.
Baxley, GA 31513