

Warranty

Warranty and Procedures – Applies to Original JW Metal Products Customers.

JW Metal Products warrants that the Products are free from all defects in design, workmanship and materials; The Products are fit for use for their ordinary intended purpose as well as any special purpose specified in the original order. This warranty is only valid for Products used in residential applications.

If a defect should occur, JW Metal Products will correct the defect by replacing necessary parts for any product purchased from JW Metal Products or an authorized dealer while the product is covered under a valid warranty as described below.

This warranty is expressly limited to the repair or replacement of the defective part only. At the sole discretion of JW Metal Products, we will decide if a replacement part will be sent for home repair or in the event that part of a product becomes is defective, if the product must be returned for repair to JW Metal Products within the warranty period.

A photo and description of the defect should be sent to sales@jwmetalproducts.com

JW Metal Products

ATTN:
Returns / Warranty
505 Cuthbertson Street
Monroe, NC 28110

Limited 2-year Warranty – JW Metal Products warranties all drawer slides and hinges for 2 years from the date of shipping.

Limited 5-year Warranty – JW Metal Products has a 5-year Limited Warranty on all cabinet exteriors.

Limited 10-year Warranty – JW Metal Products will warranty all cabinet bodies (excluding hinges, slides and exteriors) for 10 years from the ship date.

This warranty is in lieu of all other warranties, express or implied and all other obligations or liabilities related to the sale of use of our products. JW Metal Products is not liable for and damages out of breach of warranty or breach of contract.

All implied warranties, including the warranty of merchantability and of fitness for a particular purpose, are limited in duration to the period of the express warranty stated above. In no event shall JW Metal Products be liable for incidental or consequential damages.

Exclusions to Warranty

Below are items that are not covered by the JW Metal Products Limited Lifetime Warranty:

Normal Wear and Tear – JW Metal Products will not warranty products in the case of normal usage, wear and tear, improper storage, misuse (intentional or accidental), improper installation, uncrating mishaps, and general product abuse.

Commercial Applications – JW Metal Products does not warranty any parts or products that are installed or used in commercial applications.

Damage from Shipping – The process in which you receive your order is imperative to the warranty. JW Metal Products will not warranty any damage that occurred from shipping. When your order is ready to ship, you will receive specific instructions (outlined below). If the customer fails to follow the instructions for receiving their order, any repairs will be at the expense of the customer, to include shipping.

Transfer – This warranty is non-transferrable and is only valid for the original customer of JW Metal Products.

Procedures

Shipping – When your order is ready to ship, you will receive a pre-shipment email that you must read and acknowledge before your order will be released. The email will include photos of your product in the condition that they will leave our facility. If your order is damaged and you do not follow the provided instruction, you may not be able to file a freight claim. Final payment is due prior to shipment. If payment is not made per terms, your job may be canceled at the discretion of JW Metals and the deposit monies will be forfeited.

Storage – JW Metal Products will not hold your order after production. You will have 5 days after the shipment notification is sent to acknowledge and release order. After 5 days you will be charged storage at a rate of \$25/day/piece until the shipment has left the facility. This payment is due before order will be released.

Change Orders After Signoff – It is important to ensure all of the original measurements, layouts and designs are correct before signing off. If a change is required after production signoff, the changes will be at the expense of the customer, to include design fees, shipping and part cost. In the event a JW Metal Products representative made the error, then the correction will be at the expense of JW Metal Products.

All Sales are Final – JW Metal Products will not reimburse any customer for unforeseen circumstances, change of heart, or lack of proper diligence prior to purchase. All sales are final. In the event a job is canceled after a deposit is made, then the customer will forfeit the deposit.

Other Information

Please call our customer support line at (877) 484-0088 to speak with a customer service representative that will be happy to assist you in the troubleshooting and expediting your repairs or issues. In the event that the part or product is no longer in production or has become obsolete, JW Metal Products will make the repair or replacement with similar parts of equal functionality and value.

Thank you for being a valued customer of JW Metal Products.