

# TENOR

## Warranty

### **1-YEAR LIMITED WARRANTY ON WOOD PRODUCTS**

Tenor Products are manufactured by Rock Solid Supply (Manufacturer). Tenor warrants to the original consumer purchasers for a period of 1 year from the original date of purchase on all our Wood Products that they will be free from defects in material and workmanship under normal use.

### **LIMITED LIFETIME WARRANTY ON DRAWER SLIDES AND DOOR HINGES**

Tenor warrants to original consumer purchasers for as long as they own their homes that all Drawer Slides and Door Hinges will be free from defects in material and workmanship under normal use for the lifetime of the product.

### **LIMITED LIFETIME WARRANTY ON PORCELAIN SINKS**

Tenor warrants to the original consumer purchasers for as long as they own their homes that our Porcelain Sinks will be free from defects in material and workmanship under normal use for the lifetime of the product.

### **LIMITED LIFETIME WARRANTY ON STONE TOPS**

Tenor warrants to the original consumer purchasers for as long as they own their homes that our Stone Tops will be free of defects in material and workmanship under normal use for the lifetime of the product.

These warranties are applicable only to products used in residential applications within Canada and are not transferable to subsequent owners.

It is Tenor's sole discretion to repair or replace any defective product(s). Should defects in material or workmanship exist during the applicable warranty period in any of Tenor products the Manufacturer will elect at its discretion to either have a technician sent out to repair the defective product(s) or replace the defective material or component free of charge. If a full replacement is warranted, the Manufacturer will replace the product with the same or similar product of equal value. This warranty is expressly limited to the repair or replacement of the defective product(s) and does not cover installation or removal and any other incidental costs that may be incurred.

The warranty shall become void if any of Tenor's product are in any way modified, improperly installed or damaged prior to or during the installation. Furthermore, the warranty will not apply to cabinets damaged by abuse, misuse, neglect, acts of God, exposure to moisture, exposure to extreme temperatures, effects from normal wear and tear or accident or other damages which may have occurred after original delivery of the product(s).

The repair(s) or replacement(s) are contingent upon the current product offerings of styles and construction options within the Tenor product at the time of the warranty claim. If a warranty claim is filed after a Tenor product becomes obsolete, the Manufacturer reserves the right to honor the warranty in one of the following fashions:

1. To replace the affected component with a new component of the same style.

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2. To replace the affected component and any other component(s) in the residential application to achieve a uniform appearance with a similar and comparable product style of the originally purchased style.
3. To replace the originally purchased products, with a similar and/or comparable product(s) up to an equal value to the cost as the originally purchased product(s) unit.

If components are replaced, the Manufacturer cannot guarantee that the finish of these replacements will exactly match the finish and appearance of the components in the residential application. This is due to the changes that occur during the wood's natural aging process, affecting its color and grain.

Natural products such as wood and stone are selected for their distinct look and textures. Wood has unique grain patterns, knots and colour variances. These unique characteristics are what set solid wood apart from laminates and other imitation wood products. Natural Stone has pits, fissures, veining and inclusions that occur naturally and enhances its beauty and value. These inclusions are what set natural stone apart from manmade materials. The natural occurring characteristics of both wood and stone are not defects and are not warranted for replacement unless they weaken or compromise the integrity of the vanity cabinet or stone top.

Natural woods may vary in color and characteristics and exhibit subtle changes as they age. Sunlight, smoke, household cleaners and other environmental conditions may also affect the color match over time. These variations are considered to be the nature of the materials in relation to their environmental exposure and are not covered under this warranty.

Tenor reserves the right to alter design, specifications and material without obligation to make similar changes to products previously manufactured.

The hardwood we use to manufacture your vanity cabinet has been kiln dried. This low moisture content combined with the design of the doors and drawers will be able to withstand normal seasonal moisture (humidity) variations found within your home. Your home should be maintained at approximately 40-50% relative humidity. If the moisture level is too low, then doors and joints in the wood can shrink and open. If the humidity level is too high the doors and joints could possibly swell and split. To balance the humidity levels in your home a humidifier or a dehumidifier may be required.

**To obtain replacement(s) under Tenor's 1-Year and Limited Lifetime warranties, first contact your authorized dealer or distributor, who will arrange for inspection of the cabinet. A dated sales receipt as proof of purchase is required to obtain benefits from this warranty.**

If you have difficulty obtaining assistance, please contact our Corporate Head Office:

**P:** 705.719.4870 or 855.719.4870

**E:** [customerservice@rocksolidsupply.com](mailto:customerservice@rocksolidsupply.com)