

Warranty

Custom Crafters promises to repair or replace any OEM parts, textiles, laminate surfaces, and custom products that are found to be defective in material or workmanship within (1) years from the date of original purchase so long as you, the original purchaser, still own it. This is your sole and exclusive remedy. This warranty is subject to the provisions below.

EXCLUSIONS:

1. This warranty does not apply and no other warranty applies to:

- Normal wear and tear.
- Abuse, misuse or accident.
- Modifications or attachments to the product that are not approved by Custom Crafters.
- Products that were not installed, used or maintained in accordance with Custom Crafters instructions and guidelines.
- Products used for rental purposes.

2. Color variations, fabrics and finishes as described below:

- Normal variations in finishes including color, texture and grain variations cannot be avoided, and therefore are not considered defects. Custom Crafters does not warrant the color-fastness or matching of colors, grains or textures of such materials.
- Customer's Own Materials (COM's), Customer's Own Laminates (COL's), textiles and other materials provided by the purchaser.

3. Freight and installation for replacement product will be owner's responsibility.

To the extent allowed by law, Custom Crafters makes no other warranty, either express or implied, including any warranty of merchantability or fitness for a particular purpose. Custom Crafters will not be liable for any consequential or incidental damages.

TO OBTAIN SERVICE UNDER THIS WARRANTY:

Your Custom Crafters dealer is our mutual partner in supporting your warranty requests. By following the procedures outlined below, you can be assured of the best level of service. Please note: Consent of Custom Crafters must be obtained before any warranty work is performed. To obtain consent, please take the following steps:

1. Contact the Dealer from whom the product was purchased within 30 days of discovery of the defect. Be prepared to affirm that you are the original purchaser of the product and to provide the item number(s) from the product in question.
2. Your dealer will gather all pertinent information regarding the claim, inspect the product and contact a Custom Crafters customer service representative. (Please allow a reasonable amount of time for inspection and review.)

If Custom Crafters affirms that the product in question is eligible under the conditions of the warranty as stated above, the customer service representative or another representative of the company will determine whether to provide replacement parts, authorize repairs or replace the product.