

## Return Policy

- All items sold must be signed off by the purchaser. In signing the order you as the purchaser take responsibility for payment of the product.
- In the event the purchaser would like to cancel an order it would need a notice in writing. Either faxed or emailed 24 hours prior to the assembly date or 48 hours from the date of purchase (whichever comes first).
- If the order is canceled before assembling it is still subject to a 15% restocking fee. Once the product has been assembled we have a 100% no refund policy.
- In the event an order is shipped unassembled and then canceled by the purchaser, the purchase will be charged for the freight as well as a 15% restocking fee.

# Warranty

1-1/2 year limited warranty.

- HK Company & Trade (warrantor) warrants to the original purchaser only that all products manufactured or supplied by warrantor will be free from defects in material and workmanship under normal use for service period of one year from the date of purchase for all warranted products (Proof of purchase required.) These warranties are only applicable to product used for residential purposes and are not transferable to subsequent owners.
- This warranty does not cover damage resulting from normal wear, accident, misuse or lack of reasonable and necessary maintenance and service; nor does it warranty the improper installation or unauthorized repair, alteration, or modification of defects in the unit when product is installed.
- In the event of a warranted product defect, please call or write HK Company & Trade, with a description of the defect. It is HK Company & Trade's option to provide repair parts or replace with a functionally equivalent product. Proof of purchase and the return of product may be required for replacements. Such repair parts or replacement shall be at warrantor's expense, but you shall bear all other expenses, including but not limited to cost of removal, transportation, re-installation, communication and any special services requested by you, such as overtime labor, etc. Repaired or replaced items carry only the unexpired portion of the original warranty.
- This warranty is expressly limited to the repair or replacement of the defective component parts at our discretion. Our liability is expressly limited to the cost of material for the repair or replacement of defective goods. We may elect to repair or replace the product with a product of equal or lesser value and complimentary style if the original style is no longer available. Due to the aging process of natural wood, HK Company & Trade cannot guarantee an exact match between the finish of the existing product and the replacement product.
- Natural woods vary in color and grain pattern and exhibit color change over time. Cabinets may darken or lighten with age due to exposure to certain environmental conditions including but not limited to sunlight, moisture, household cleaners, smoke, etc. These variations are considered natural characteristics of the material and are not covered under the warranty.
- Except to the extent provided by applicable law, all implied warranties are limited in duration to the shorter of the period provided by law or the period of this warranty, and under no circumstance shall HK Company & Trade, be liable for incidental or consequential damages sustained in connection with the product. The express warranty above constitutes the entire warranty and is in lieu of all others expressed or implied.

## Indemnity

HK Company & Trade shall not be liable for either its failure to perform or its delay in performance hereunder arising out of or resulting from causes beyond its control, including but not limited to, acts of

God, acts of representatives, acts of Government, wars, fires, floods, epidemics, quarantine, strike, freight embargoes, weather or default by suppliers due to any such causes.

## **Warranty/Damage Procedures**

If you ever have damaged or warranty items, use these steps to solve any issues. It also helps us from having issues reoccur.

### **Damaged Cabinet/Part**

- 1) Take a picture of the damaged part or packing condition immediately and email it to our customer service department. Also please fill out the Damage form and fax or email in. This is important for timely processing of the item.
- 2) Do not use, or destroy the damaged item. It is required the item be available for exchange. \*\*If damaged due to UPS shipping do not destroy or dispose of the carton or product. It may need to be viewed by UPS for a freight claim.
- 3) No cabinet or parts will be available to be processed as damaged after 14 days from the date of shipment.

### **Warranty Cabinet/ Part**

- 1) Please review the warranty guidelines
- 2) Take picture of damaged part immediately and email it to our customer service department. In addition please fax the Damage form and fax or email in. This is important for determining warranty qualifications.

### **Missing**

- 1) It is the responsibility of the dealer or a dealer representative to check the order for completeness upon receipt of shipment. No orders or requests for missing product will be processed after 30 days of shipment.

*Note: If purchasing cabinets unassembled please check parts before assembling as we will not replace the cabinet/part if the cabinet is assembled by purchaser.*

# Warranty Damage Replacement Form

HK COMPANY & TRADE  
1383 Piccard Dr  
ROCKVILLE, MD 20850

Email to: sales@hkgroupusa.com

This form initiates the replacement of damaged items. Once we receive both, a copy of this form and a photograph of the damaged or warranty items we will begin processing the replacement order.

Account # \_\_\_\_\_ P.O # \_\_\_\_\_

Order Date: \_\_\_\_\_ Address: \_\_\_\_\_

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Item(s) damaged/warranty replacement:

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Nature of damage/warranty issue with each items listed:

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*Please email this form to the above email address. This form along with photos will start the process of replacing the damaged/warranty items. Please do not assemble, use, destroy or disregard the items. It is required that the damaged items be available for HK Company & Trade to retrieve. If we are unable to reclaim the item(s) you will be charged for the replacement item.*

# Technical Data

## Wooden Cabinet Technical Data

### Temperature and Humidity

Wood is hygroscopic-meaning when exposed to air wood will lose or gain moisture until it is in equilibrium to the humidity and temperature. Changes in temperature and humidity can cause solid wood to expand or contract. These normal expansions or contractions are not indicative of faulty materials or craftsmanship. This is especially a visible characteristic of a painted miter door, as the paint could crack in the miter corners. You may see a contraction in the winter, when temperatures fall or when humidity levels are low. It will appear as a narrow unfinished line on the wooden cabinets. You can blend these lines into the finished wood by applying a pigmented furniture polish. Touch-up kits are also available through KC CabinetWright.

### Variations with color on real wood Cabinets

Wood is natural product that by its very nature has variations in color. It is difficult maintaining a consistent color in the final product due to these variations. It is important to recognize these character differences and understand that all real wood products will vary from cabinet to cabinet and cabinet door to component.

### Effect of Light on Real Wood Cabinets

Wooden cabinets color will change as they get exposed to light over time. When purchasing any wood product, be aware that the sample color may have varied slightly with age. A new sample will look like the cabinets when they are installed but won't represent the cabinet years later. Cabinets can look different installed in different applications due to the amount of light exposure.