



## Vitae Outdoor Warranty

### Warranty Guidelines

Vitae Outdoor warrants to the original consumer purchaser, for as long as they own their cabinet, that products shall be free from defects in manufactured materials and workmanship under normal use.

Should Vitae Outdoor products fail during the applicable warranty period due to defects in manufactured materials or workmanship under normal use and in compliance with our Cleaning and Care Instructions, Vitae Outdoor, in its discretion, will provide the parts necessary to repair or replace the defective products.

The warranty does not cover products that are misused, abused, mishandled, improperly cleaned, improperly installed, improperly stored, changed, modified, damaged by acts of God or from normal wear and tear.

This warranty is not valid for products used for any purpose other than the purpose for which they were originally intended. This warranty does not cover the cost of installation, removal, subsequent damage, or transportation of defective product, regardless of whether the work was performed by a contractor, service company, or the consumer.

Vitae Outdoor finishes are premium exterior grade finishes, made to withstand harsh external conditions. Vitae Outdoor warrants to the original consumer purchaser that its finishes are free from defect, including flaking, peeling, cracking, or massive discoloration for a period of 10 years, from purchase, under normal use.

Vitae Outdoor hardware has a warranty period of 5 years. We will replace hinges, slides, and/or pulls if determined to no longer be of working order.

Vitae Outdoor reserves the right to provide parts for repair or replacement of the defective parts and substitute any discontinued product with the most similar product in styling, finish, and color available at the time the claim is submitted without the obligation to provide product to match items previously manufactured by Vitae Outdoor.

Vitae Outdoor, at its discretion, will cover freight costs.

This warranty is the exclusive warranty of Vitae Outdoor and is in lieu of all other warranties, expressed or implied. In no event shall Vitae Outdoor be liable for consequential, indirect, or incidental damages resulting from the installation, use or failure of the product. Vitae Outdoor reserves the right to change or modify this warranty at any time.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state.

To submit a claim under this warranty, please contact us and include a detailed description, as well as two pictures. One clearly showing the defect and another of the entire unit.

### Warranty Exclusions

– Use for any commercial purposes. Commercial use includes but is not limited to, use in a store, rental properties, office, or any other place of business. For commercial uses, please send an email to [info@vitaeoutdoor.com](mailto:info@vitaeoutdoor.com) for the commercial warranty.

– Improper use or abuse. Improper use or abuse includes, but is not limited to, damage from mishandling of the material, damage from excessive heat, physical or chemical abuse, damage from improper care or maintenance, and excessive impact damage.

– Labor to remove, fabricate and/or reinstall Vitae Outdoor products, or other similar activities necessary to complete the replacement or removal of the defective material.

– Scratches. Vitae Outdoor cabinets, just like your car, may scratch when hit with a sharp object. Proper care must be exercised as part of your maintenance.

– Failures due to installers not following the prescribed installation procedures as outlined by Vitae Outdoor. Improper installation is the sole responsibility of the installer.

– Any creative use of the cabinets including cutting holes.

– Any failures due to inadequate support for the installation.

This includes excess weight recommendations which are inadequately supported.

– The altering of the factory applied finish. Any issues arising from changing the cabinet color is the sole responsibility of the third-party fabricator.

-- Shipping and freight expenses to ship products to Vitae Outdoor or replacement product to Purchaser.

-- Failures, defects, or damage (including any loss of property) caused by (1) any third party product, service, or system connected to or used in conjunction with the products; (2) any use not designed or intended for the products; (3) modification (other than permitted by the product documentation), alteration, abuse, misuse, negligence, vandalism or accident; (4) improper storage, installation, maintenance or operation; (5) any use in violation of written instructions or specification provided by Vitae Outdoor (6) any act of God, including, but not limited to, fire, water, storms, lightning or earthquakes; (7) any theft or riots; (8) casualty, accidents, inability to secure products and services from Vitae Outdoor's usual sources of supply, transportation delays, labor disputes, civil disorders, governmental orders or actions, or (9) other external causes beyond Vitae Outdoor's control.

-- Any product manufactured by, or service provided by, a third party, even if that product or service was purchased through Vitae Outdoor or its affiliates.

VITAE OUTDOOR SHALL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES, WHETHER BASED IN CONTRACT, WARRANTY, TORT (INCLUDING STRICT LIABILITY OR NEGLIGENCE), OR OTHERWISE, EVEN IF VITAE OUTDOOR IS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. VITAE OUTDOOR'S MAXIMUM LIABILITY HEREUNDER IS LIMITED TO THE ORIGINAL PURCHASE PRICE OF THE PRODUCT.