



RESIDENTIAL WARRANTY

This warranty, whether expressed or implied, is a limited lifetime guarantee against defect in workmanship and material and a five-year guarantee against defect in finish.

This warranty does not apply to damages that may result from neglect, accidental or intentional damage, damage or wear from any mechanism, product misuse, unauthorized repair, fading due to improper use of cleaning products, exposure to extreme temperature and humidity (per attached AMAWC standards), water damage, chemical damage, fading from excessive UV exposure, and product alteration or abuse.

Wood products that are ordered “unfinished” do not come with a warranty.



LIMITED LIFETIME WARRANTY INCLUDES:

- Excessive warping
- Delaminating (separation of materials on joints)
- Cracks in material

5-YEAR WARRANTY AGAINST FINISH (E+ET) INCLUDES:

- Flaking of non-adhered finish
- Excessive fading
- Colour change

Repairs or replacement under this limited warranty will be made by an authorized Caribou representative. If the Caribou representative finds it necessary to return the product to the factory, all packing and shipping costs will be the customer’s responsibility.

Under this warranty, Caribou is only obligated to repair or replace the product (or provide a similar product of equal type and quality if the damaged product is no longer available) within 90 days of product receipt, provided none of the above exceptions are evident.