



Heister House Millworks & Heister House Cabinetry Limited Lifetime Warranty

As the purchaser of Heister House Millworks, Inc. (“Heister House”) millwork, cabinetry, and hardwood flooring products, you have invested in quality products which are built to our high standards of materials and workmanship. All of your Heister House manufactured products are protected by our limited lifetime workmanship warranty (the “warranty”).

Who Is Covered?

This warranty is extended to the original purchaser, and in the case of a home builder or remodeler, to his original homeowner customer. This warranty is not transferrable to subsequent homeowners.

What is covered under this warranty?

Heister House Millworks warrants that our manufactured products will be free from defects in workmanship under normal household use for as long as the original homeowner owns the home in which our products were installed. Heister House sells a variety of products that are manufactured by other companies. These products may be covered under the warranty of the specific manufacturer, but they are not covered under the Heister House Limited Lifetime Warranty.

What is not covered under this warranty?

- This warranty does not cover, and Heister House will not be responsible for...
 - Defects or damage arising from improper or negligent installation, misuse, accidents, insects, alterations, or improper care
 - Products that were not maintained or stored in a climate controlled environment
 - Products that have been exposed to water (moisture) or extremely high or low humidity and or temperature
 - Natural characteristics of wood & color fastness of finish (see Natural Characteristics of Wood below)
 - Normal wear and tear
 - Labor costs, including the costs of removing and reinstalling our products
 - Transportation or shipping costs incurred in connection with this warranty

Natural Characteristics of Wood

Natural wood may differ in characteristics (grain, color, texture, etc.) from piece to piece. Wood may exhibit subtle changes over time as it ages. These changes may be accelerated or intensified by sunlight, smoke, household cleaners, and other environmental conditions, and such conditions may eventually cause the wood to warp, split, crack, or discolor. These variations are considered the normal characteristics of the material and are not covered under this Warranty.

Performance of Warranty

If a covered defect occurs, Heister House will elect, at its sole discretion, to either repair or replace the defective material or component free of charge. Heister House reserves the right to change its product and finish catalogs from time to time without notice to its customers. If a warranty claim is filed on a product or finish that is no longer offered, and Heister House elects to replace the material or component, Heister House will substitute a material or component that it deems to be comparable in look and style and of equal or greater value. Heister House does not guarantee that finished on replacement materials or components will exactly match the finishes of the Heister House products already installed in the home.

How to Make a Claim?

Warranty claims should be originated through the home builder, remodeler, or dealer that originally supplied the product and your claim must describe the nature of any alleged defects. If you are unable to contact your original supplier, please write to Heister House Millworks, Inc., Warranty Department, 1937 Troup Valley Road, Mt. Pleasant Mills, PA 17853.

Limitations

This warranty is Heister House's exclusive express warranty, and Heister House disclaims all other express warranties. In no event shall Heister House be liable for incidental or consequential damages to the original purchaser or any third party. No dealer or agent of Heister House has any authority to change or enlarge the above warranty or liability.