



WARRANTY

LIMITED WARRANTY

AGP International Inc. (“Alta by Nella”) Bathroom Cabinetry products are warranted as follows:

All Alta cabinetry purchased from an authorized Alta dealer in the United States and Canada is warranted by Nella against defects in materials and workmanship for a full three (3) years commencing upon delivery and receipt of the merchandise, subject to the terms included herein.

In any case the warranty period will commence three (3) months following the delivery of the products to the dealer from Nella.

Electrical components such as LED lighting and integrated cabinet accessories are warranted for a one (1) year commencing upon delivery and receipt of the merchandise.

Hettich® door hinges and drawer glides include a lifetime warranty against defects in material and workmanship subject to the terms included herein.

This Limited Warranty applies to the original purchaser only. This Limited Warranty must be registered within 30 days of purchase to memorialize the purchase and ensure warranty validity.

Please complete the Alta by Nella Warranty Registration Form included herein and return via email to warranty@nellabath.com or via post to 315 Place d’ Youville, Ste. 268 Montreal, QC H2Y2B5.

A copy of the original purchase receipt must be included.

LIMITED WARRANTY POLICY

Within the Limited Warranty time period, Nella will repair or replace any cabinet which proves to be defective in material and/or workmanship. Such repair and replacement will be performed by an authorized Nella technician or representative free of charge. Repair or replacement will be determined at the sole discretion of Nella.

COMMERCIAL LIMITED WARRANTY - MULTIFAMILY (FOR RENT) DWELLINGS

Nella products and furniture are warranted to be free of defects in material and workmanship for one (1) year from date of purchase. This limited commercial warranty applies to any Nella product installed or used in a multi-family rental dwelling or commercial rental dwelling or business, including but not limited to apartment complexes, condominium projects, and office buildings.

THIS LIMITED WARRANTY DOES NOT COVER

(I) Any defect or malfunction that is not directly caused or related to Nella’s manufacturing processes or procedures, (II) Damage caused by faulty installation or use of defective electric tools and components by non-authorized installation technicians, (III) Labor or damage arising from transport or improper installation; when performed by the purchaser, (IV) Damage to products which have been dismantled, modified or repaired by the purchaser, (V)

Damage to carcasses or elements which house electrical appliances not provided or installed by Nella, (VI) Damage or defects deriving from the use of products produced by third-party suppliers and not by Nella, (VII) Replacement of cabinets or materials which are abused, neglected, improperly stored, subjected to direct sunlight, extreme hot or cold temperatures and conditions, (VIII) Cabinets which are altered or modified in any way from their original design, (XI) Graining, color tone, pattern or shade variation, as well as aging and fading in wood or other natural products and materials, (X) Subtle fading or variations in color tone in melamine, thermofoil, and lacquer finishes, (XI) Service, labor, or transportation charges related to the removal or installation of defective parts, (XII) Any products used or installed in conjunction with Alta by Nella cabinets such as plumbing fixtures, counter tops, or appliances.

SPECIAL CONSIDERATIONS

This Limited Warranty does not apply to any Nella™ (thermofoil) products installed adjacent to, or in close proximity to appliances or fixtures which generate high temperatures unless heat shields have been properly installed.

Alta Wood Veneers contain natural variations in wood grain and color. The natural variations in these “living” products make the cabinet both beautiful and unique - they inherently have their own personality, color, texture and grain pattern because they are a natural material.

Natural wood variations often include distinctive grain patterns or unusual shadings of color. As with other natural materials, Alta wood veneer cabinets will be affected by environmental factors such as natural, artificial and ambient lighting. It should be expected that the color tone will gradually change and adjust over time. Due to the unique qualities of natural wood veneers Nella is not responsible for the actual degree of color variation of your cabinetry purchase.

In addition, materials such as Melamine, Thermofoil, and Lacquer should be expected to subtly change in tone and color over the course of time due to natural environmental factors such as natural, artificial, and ambient lighting.

EXCEPT FOR THIS LIMITED WARRANTY, NELLA EXPRESSLY EXCLUDES ANY RESPONSIBILITY OR LIABILITY FOR ANY CONSEQUENTIAL, SPECIAL, INCIDENTAL OR OTHER DAMAGES, WHETHER BASED ON BREACH OF CONTRACT, TORT, STRICT OR PRODUCTS LIABILITY OR ANY OTHER LEGAL OR EQUITABLE THEORY INCLUDING, WITHOUT LIMITATION, EXPRESS AND IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, RELATING TO NELLA PRODUCTS AND CABINETRY TO THE FULLEST EXTENT ALLOWED BY LAW.

Some states and provinces 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 which vary from state to state and country to country.

If you receive or find any defective materials or workmanship covered by this Limited Warranty, please first report the details of the claimed defect in writing to the original Nella Dealer from whom you purchased the cabinetry. If the Dealer is unavailable or fails to respond to you via email or post within fifteen (15) days of your notification, please immediately notify Nella via email at warranty@nellabath.com or via post at 315 Place d' Youville, Ste. 268 Montreal, QC H2Y2B5. Within sixty (60) days upon receipt of written notice, Nella at its sole discretion shall repair or replace any defective item as specified under the terms of this Limited Warranty. This Limited Warranty is the only warranty provided by Nella and no representative, independent dealer, or any other individual is authorized to change, revise, or amend this Limited Warranty.

IMPORTANT

Immediately upon delivery of your Nella product we strongly suggest IMMEDIATE INSPECTION of your Nella product for potential freight damage. Any claims for damage visible or hidden, must be made immediately in order for the carrier to assume full responsibility and absorb any associated costs.

If damage or cosmetic defect from freight damage is discovered DO NOT INSTALL your Nella product. Any claimed damage or defect to the finish of the product after the product has been installed will be excluded from any manufacturer warranty.