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## SOLID WOOD COMPONENTS

### LIMITED 1-YEAR WARRANTY

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*Paul Rocheleau Inc.* offers a limited one (1) year warranty against manufacturing defects meeting the limited clauses of this certificate. Wood components and countertops without finishing are excluded from the limited warranty.

#### 1. Limited warranty period

- 1.1. This limited warranty begins on the date the product was originally shipped. It is limited to either the repair or replacement of the product, or to its return and reimbursement of the purchase price, when applicable. *Paul Rocheleau Inc.* does not offer any additional warranty or extension of this limited warranty other than what is described herein. There is no guarantee of any commercial value or specific use other than the limited warranty set forth herein.

#### 2. Inclusions (What is covered by the limited warranty)

- 2.1. Any defective product must be returned in good condition, with no signs of abuse or misuse. Only normal wear from regular use will be accepted; otherwise the claim will be disqualified.
- 2.2. Any defects in materials or workmanship of our products. A defect is defined herein as any imperfection that interferes with the product's intended use.
- 2.3. Incorrect dimensions (tolerance +/- 1/16" ou +/- 1.6 mm).
- 2.4. *Paul Rocheleau Inc.* will pay for the shipping costs of all warranted parts to the delivery address indicated on the original bill.

For this limited warranty to be valid, the part must have been installed according to recognized furniture industry standards. It must not have been subjected to any of the treatments described in the exclusions.

#### 3. Exclusions (What is not covered by the limited warranty)

- 3.1. ALL WOOD COMPONENT AND COUNTERTOP PRODUCT SOLD WITHOUT FINISHING.
- 3.2. All wood component and countertop products that are not acknowledge as a Paul Rocheleau inc.'s standard.
- 3.3. All wood component and countertop product that had an under plan installation such as a sink, garbages or others.

- 3.4. Any damage resulting from poor maintenance, negligence, accident or intentional breakage, exposure to extreme temperatures or to high or low humidity causing warping, splitting, cracking or separating of the joints.
- 3.5. Changes in the finish or surface colour due to direct exposure to sunlight for extended periods of time.
- 3.6. Clear indication of temperature variations where surfaces are located.
- 3.7. Optimal conditions :
  - 3.7.1. Temperature: 18°C to 23°C
  - 3.7.2. Relative humidity: 45% to 55%
- 3.8. Scratches or dents resulting from misuse of the product.
- 3.9. Any defects resulting from a lack of maintenance (see our maintenance guide for solid wood components).
- 3.10. Any alterations resulting from the use of a cleaning chemical (alcohol, detergent, solvents, etc.).
- 3.11. Any loss of enjoyment of the product(s) during the time required to apply this limited warranty.
- 3.12. *Paul Rocheleau Inc.* does not cover the transportation costs of defective product(s) not included under this warranty.
- 3.13. *Paul Rocheleau Inc.* does not cover under any circumstances the installation cost of the product(s) sold.

## 4. General rule on warping

- 4.1. Warping problems must be declared within five (5) days of receiving the order. No machining must have been done on the warped items(s).

## 5. Damaged items (during shipment)

- 5.1. The customer must check the contents of the order upon delivery.
- 5.2. If one or more boxes/pallets have been damaged, it is **OBLIGATORY** that you indicate this on the carrier's waybill.
- 5.3. Keep the damaged boxes/pallets and their contents for our claim to the transportation company (\*see rule 8.1 regarding replacement).
- 5.4. Notify *Paul Rocheleau Inc.* immediately so that the damaged item(s) can be replaced.

## 6. Missing boxes/pallets

- 6.1. Verify that the number of delivered boxes/pallets matches the number indicated on the carrier's waybill.
- 6.2. If one or more boxes/pallets are missing, it is OBLIGATORY that you indicate this on the carrier's waybill.
- 6.3. Notify our customer service immediately so that we can verify and locate the missing item(s).

## 7. Missing items

- 7.1. Verify that the order matches the packing slip.
- 7.2. If one or more items are missing, it is OBLIGATORY that you notify our customer service immediately.

## 8. Rule regarding replacement (in the event of damage, warping or other issue)

- 8.1. The customer has five (5) days to notify us of any received item(s) that are defective or of any boxes/pallets that were damaged during shipment. Customers who contact our customer service to make a replacement claim may be asked to provide photos or other proof of the defective items or damaged boxes/pallets.
- 8.2. The item will be replaced in good faith. It must not have been altered\* in any way (\*altered: damaged, machined or installed).
- 8.3. The claim will be processed quickly and a return authorization number will be issued so that the order can be delivered from our customer to its customer without delay.
- 8.4. The item(s) will be billed at 100% including shipping costs to the delivery address indicated on the original invoice, at a fixed shipping cost and with fuel surcharge. The item(s) must be sent to our customer service for analysis and will be credited if they are covered by our limited warranty.
- 8.5. *Paul Rocheleau Inc.* is responsible only for the amount of the original invoice produced and issued by *Paul Rocheleau Inc.* at the time of the initial purchase.

Any transaction covered by this limited warranty will end one (1) year after the initial purchase date.



## 9. Claims

- 9.1. All claims on shipped products that are damaged, missing or otherwise must be made to our customer service within five (5) business days of receiving the merchandise (\*see rule regarding replacement).
- 9.2. All claims on warranted products showing signs of warping must be made to our customer service within five (5) business days of receiving the merchandise (\*see rule regarding replacement).

We reserve the right to accept or reject any claims that have not been authorized by our customer service.

## 10. Merchandise return policy

No product replacement request will be accepted without a return authorization number obtained through our customer service. *Paul Rocheleau Inc.* agrees to correct the error within a reasonable time. Defective products will be replaced according to the model, species, dimensions, finish and quantities of the original order. All modifications are at the sole discretion of *Paul Rocheleau Inc.* and according to product availability. Certain substitutions may be made at the time of replacement.

## 11. Service

- 11.1. Our limited warranty covers the free replacement of defective items(s) or the issue of a credit if replacement is not possible (\*see rule regarding replacement).
- 11.2. We are not responsible for any damage or costs resulting from any work performed. *Paul Rocheleau Inc.* is not responsible for any incidental or indirect damages. No other explicit or implicit warranties are granted.
- 11.3. Our limited warranty does not cover shipping costs (\*with certain exceptions; see rule regarding replacement), installation or labour costs, or any other indirect or incidental costs related to the replacement of the defective product, nor to any loss of enjoyment or any other damages or inconveniences. Customers making a claim must provide a proof of purchase. No distributor, representative or agent is authorized to extend or prolong this limited warranty.

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