

Product Warranty: Decorative Hardware

Hardware Resources believes in quality, integrity, and reliability. We uphold the highest standards of service and responsibility in the industry.

As such, Hardware Resources warrants all decorative cabinet hardware products against defects in material and workmanship as long as the original consumer purchaser owns the products, if the original consumer purchased the products from an authorized distributor of Hardware Resources. Hardware Resources cannot guarantee the quality or condition of products from distributors who do not agree to meet our high standards, and therefore, no warranty is provided for products from unauthorized sellers.

If the finish of any of these items tarnishes, corrodes, rusts, begins to chip or rub off or has any other defect, Hardware Resources will send to the original purchaser, a new replacement product of the same or comparable style and quality at no charge. If a replacement is no longer available, Hardware Resources will refund to the original purchaser, the current wholesale value of the knob or pull.

This warranty is a warranty of replacement only. Hardware Resources specifically does not warrant removal of the product nor installation of replacement new product. This warranty does not apply when the item has been tampered with, misused, improperly installed, altered from the original form, or damaged through improper cleaning, abuse or accident.

All brushed and machined finishes are created by hand to add texture to the item. We hold a tight range of acceptance for color variation, however, a slight variance in the texture and tone of these items can occur. We consider these variances to be minimal and are not considered a defect in the product

In the unlikely event that a defective decorative cabinet hardware item is encountered, please contact Customer Service at 800.463.0660. Please be able to provide a brief description and photographs of the defect.