

March 15, 2024

# DodiHome Terms & Warranty for Custom Bathroom Vanities

## 1. Returns

No Refunds/Exchanges:

All of our items for sales on our website are custom made to order. We do not accept returns or exchanges unless the item you purchased is defective. You are responsible for inspecting the vanity before it leaves our facility and indicate any damage or defect. If you receive a defective item, please contact us at [info@dodihome.com](mailto:info@dodihome.com) with details of the product and the defect (including photographs) and we will contact you for follow up and possible return.

Upon receipt of the returned product, we will fully examine it and notify you via e-mail, within a reasonable period of time, whether you are entitled to a refund or a replacement as a result of the defect. If you are entitled to a replacement or refund, we will replace the product or refund the purchase price, using the original method of payment.

## 2. Shipping & Pickup

E-commerce vanities are not eligible for shipping and **must be picked up from our Milpitas, CA warehouse**. We will email you when your order is complete and you will need to pick up your order within one week of notification or storage fees may be incurred.

You must inspect your order before you load it to ensure your order is correct and no damage has occurred.

You are responsible for any loss or damage to the products during pickup and transportation to your job site.

## 3. Warranty

DodiHome and its manufacturers warrant that products are free from defects in material and workmanship for as long as they are owned by the original purchaser for primary, secondary, and rental properties subject to the terms and conditions specified below. DodiHome and its manufacturers may elect to repair or replace any product covered by this warranty at their option.

Warranty	Material	Warranty provided by
Lifetime	Boxes and drawers	DodiHome
Manufacturer's warranty	Doors and drawer fronts	Manufacturer other than DodiHome
Limited Warranty + \$12 process fee	Box and and drawer hardware	Manufacturer other than DodiHome

This warranty does not cover the following: costs of removing warranted material or the installation of replacement material, items that have been improperly stored or improperly installed, natural variations and aging inherent in wood, normal wear and tear, or damage/defects caused by misuse, abuse, negligence, or modification in any way. This warranty does not apply to unfinished products.

DodiHome and its manufacturers reserve the right to inspect claimed defective products. No returns, replacements or repairs may be made without prior written consent by DodiHome. Some replacement parts may vary from those originally supplied and are subject to availability. This warranty is the sole warranty of DodiHome and its manufacturers, and in lieu of all other warranties, expressed or implied, including any implied warranty of merchantability or fitness for a particular use. We do not assume any other liability in connection with the sale of our products.

**Doors:** The purchaser agrees to allow doors that are warped 3/16" or less to hang for one year before replacement is requested to allow doors to return to a normal flat position once acclimated to temperature and humidity.

The purchaser agrees to ensure cabinetry has been properly installed prior to requesting a replacement door. Deviations from standard door construction, including removal of dividing rails or doors greater than the maximum recommended sizes, are not covered against warpage.

This warranty extends only to the original homeowner and is non-transferable. Some states do not allow the exclusion or limitation of implied warranties or of incidental and consequential damages, therefore, this limitation or exclusion may not apply. In such cases, the duration of any implied warranty shall be the same as that of the expressed warranty as stated herein.

- Items will not be accepted for replacement when damaged, installed, cut, or modified by the customer or the authorized installer.
- Scratched or damaged cabinets due to a customer's or an authorized installer's negligence, or improper handling or installation of DodiHome material are not accepted for return. It is the responsibility of the customer or the authorized installer to inspect the material before departing the DodiHome warehouse.
- Orders cannot be canceled after payment is made.

To file a claim, please send an email to [info@dodihome.com](mailto:info@dodihome.com).

DodiHome is not responsible for any labor costs accrued during the installation of its products.

### **Manufacturer other than DodiHome**

The warranty is limited to the replacement of door, drawer fronts, molding and accessories as manufactured. Liability is limited to the net invoice price of doors, drawer fronts, molding & accessories as sold by us. We provide special handling instructions with every order to minimize any warping, twisting or cracking due to conditions beyond our control.

We are not responsible for any other costs.

Any variation from our normal construction specifications is not guaranteed, i.e. reducing the thickness of the panel or frames. A warp or twist of 3/16 of an inch is not considered a defect. A twist is measured by placing the face of the door against a true plane surface. Doors are manufactured to the nearest 1/16 of an inch. There are no other warranties of any kind expressed or implied.

### **Product Care Guidelines**

All wood species by nature will expand and contract. All wood products should not be subject to abnormal heat, cold, extreme dryness or humid conditions. To preserve the quality of our unfinished wood products we strongly recommend sealing and finishing of doors, drawer fronts and moldings in a timely manner. We recommend all wood products to be treated with a pre-sealer, especially when using medium to dark finishes to prevent blotchy or uneven finishing. For Mirlux products, please see their cleaning instructions on their website.