

SAWYER + THE GROVE

a DBA of DeShong Design Brands LLC
Cabinetry & Custom Furniture

INSTALLATION SERVICE WARRANTY

Residential Cabinetry & Custom Furniture

DeShong Design Brands LLC, doing business as Sawyer + The Grove, a Pennsylvania Limited Liability company having its principal offices at 250 Clearfield Rd, Cabot, PA 16023 and having Official Pennsylvania Contractor Registration Number PA220752 (herein referred to as "SATG") provides a one-year installation warranty and a two-year Complimentary Service to the original purchaser beginning on the date of the initial completed installation. This warranty covers installation labor performed by SATG and its subcontractors and is not transferable to subsequent owners.

Registration Required

To be covered under this Installation Service Warranty, the original purchaser must register the installation with SATG within thirty (30) days of the completed installation. To register, email hello@sawyerandthegrove.com with your name, project address, and installation completion date.

Installation Scope

SATG's installation services are limited to the cabinetry and/or custom furniture install only. We do not cover work outside of the cabinet install, including but not limited to: plumbing, electrical (unless specified solely as cabinet lighting), drywall, or painting of the walls. Any such work is the responsibility of the client or general contractor and their respective trades.

What's Included

Initial Installation. SATG will complete the full installation of your cabinetry and/or furniture as outlined in your project scope or invoice.

Completion Visits. Up to two completion visits are included to address any items outstanding from the initial installation, such as hardware.

Complimentary Service Calls. Two complimentary 2-hour service calls are included within the first two years of cabinet ownership. Service calls cover adjustments and/or touch-ups to your cabinetry. They do not include additional materials or time beyond two hours. Additional time and materials will be billed at the current market rate.

Installation Warranty. One-year craftsmanship warranty, applicable to work within SATG's control as defined in your invoice and/or contract.

Touch-Up Kit

A touch-up kit is provided with your order and is the responsibility of the client to retain. SATG may charge for a replacement touch-up kit if the original is lost or unavailable at the time of a service call.

Site Conditions

SATG's installation service warranty applies to the work performed by SATG and its subcontractors. It does not cover issues arising from site conditions outside of SATG's control, including but not limited to: out-of-level or out-of-plumb walls, ceilings and floors, unfinished or improperly prepared surfaces, structural irregularities, or work performed by other trades. It is the responsibility of the client or general contractor to ensure the installation site is properly prepared prior to SATG's arrival.

SATG reserves the right to halt, delay, or decline to complete installation if site conditions are not suitable for install, whether identified at the time of arrival or discovered once installation is underway and were not reasonably apparent beforehand, including but not limited to conditions described above. In such cases, SATG will notify the client of the

issue and the work required to bring the site to install-ready condition. Rescheduling will be subject to SATG's availability, and any additional trip charges, delay fees, or rescheduling costs resulting from site conditions not being met are the responsibility of the client.

Disputed Site Conditions Determination

If SATG determines that installation cannot be completed due to site conditions as described above, and Client disputes that determination, refuses to acknowledge the identified site conditions, or continues to request work outside the original project scope after SATG has provided written notice of the issue, SATG's warranty obligations are deemed satisfied upon delivery of that written notice. Any additional visits, consultations, or work resulting from Client's continued disagreement or refusal to address the identified site conditions will be billed at SATG's then-current market rate for time and materials, regardless of whether the underlying site condition is ultimately resolved by Client. This warranty does not obligate SATG to complete work outside the original agreed-upon scope, and any dispute regarding SATG's site conditions determination is subject to the dispute resolution terms in SATG's Terms & Conditions of Sale.

After Two Years

For service requests beyond two years from the date of installation, SATG will charge based on the current market rate for time and materials. This includes, but is not limited to: touch-ups and adjustments, repairing, replacing, refinishing, modifying, installing, or other carpentry services.

Natural Characteristics of Wood

Natural wood, even from trees of the same species, may vary in color, grain, and texture, and may change subtly over time as it ages. Painted and stained finishes may vary in color tone from sample to sample, and painted surfaces may develop fine cracking at joint lines over time. These changes may be accelerated by sunlight, smoke, household cleaners, and other environmental conditions. Such variations are considered natural characteristics of the material and are not defects covered under this warranty.

Hardware

Hinges, drawer glides, and other cabinet hardware are covered under the applicable manufacturer's own warranty, separate from this Installation Service Warranty. SATG will assist in coordinating a manufacturer warranty claim on the client's behalf but is not itself responsible for defects in hardware components.

Claims & Tolerance Standard

Any claimed defect in fit, gap, reveal, alignment, or finish must be documented with photographs at the time the issue is identified and submitted to SATG as part of the warranty claim. Tolerances will be evaluated in accordance with the National Association of Home Builders (NAHB) Residential Construction Performance Guidelines. Variances that fall within NAHB-recognized tolerances are considered normal and are not defects covered under this warranty.

Limitation of Warranties

THIS INSTALLATION SERVICE WARRANTY IS THE ONLY EXPRESS WARRANTY PROVIDED BY SATG FOR INSTALLATION LABOR. IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, HABITABILITY, AND GOOD WORKMANSHIP, ARE DISCLAIMED AND LIMITED TO THIS WARRANTY.

SATG MAKES NO WARRANTIES OR REPRESENTATIONS WHATSOEVER WITH RESPECT TO MATERIALS OR EQUIPMENT MANUFACTURED BY OTHERS; ANY SUCH WARRANTIES EXTEND SOLELY FROM, AND ARE RECOVERABLE SOLELY AGAINST, THE MANUFACTURER.

THIS WARRANTY DOES NOT APPLY IF SATG HAS NOT BEEN PAID IN FULL FOR THE WORK PERFORMED UNDER THE APPLICABLE CONTRACT.

Exclusions

- Damage resulting from misuse, abuse, negligence, or accident after installation

- Damage caused by other trades working in the space after SATG's installation is complete
- Issues arising from improper site conditions not disclosed to SATG prior to installation
- Transportation or shipping costs incurred in connection with this Warranty
- Finishes applied to unfinished and primed items at the jobsite
- Cabinetry not maintained or stored in a climate-controlled environment
- Colorfastness of finishes (see Natural Characteristics of Wood above)
- Acts of God, fire, flood, or other influences outside of SATG's control
- Natural characteristics of wood (see above)
- Normal wear and tear
- Labor costs, including the costs of removing and reinstalling the cabinets
- Expenses related to removing, shipping, or reinstalling cabinets or components

GOVERNING LAW & JURISDICTION

The original purchaser agrees that any disputes regarding this Warranty and warranty coverage hereunder will be submitted exclusively to the jurisdiction of the state courts for Butler County, Pennsylvania. The original purchaser agrees to personal jurisdiction of these courts. This Warranty is governed by, and shall be construed in accordance with, the laws of the Commonwealth of Pennsylvania, without giving effect to provisions regarding conflicts-of-law.

Questions? Contact us at: **hello@sawyerandthegrove.com**
Sawyer + The Grove | DeShong Design Brands LLC | Saxonburg, PA