

Product Warranty: Decorative Hardware: Cabinet Knobs and Pulls, Wall and Ceiling Hooks and Bath Hardware Accessories

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 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 item.

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 transit, cleaning, abuse or accident.

All of our decorative cabinet knobs and pulls and wall and ceiling hooks are for indoor use. Unless otherwise noted, these products should not be installed where the product could be in direct or consistent contact with water or steam – example: inside of a shower or bathtub stall. Our stainless steel grab bar series is the only product currently able to be installed inside shower or bathtub stalls.

All brushed and machined finishes are created by hand to add texture to the item. We hold a tight range of acceptance of 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.

Cleaning: For best results, use water and a mild soap with a soft cloth. Avoid glass cleaners, general kitchen/bathroom cleaners and other abrasive cleansers, as those cleaners could damage the finish.