WM White Matte

Cabinet 1-Year Limited Warranty

Effective date: October 7, 2026. This warranty is issued by White Matte for eligible cabinets purchased directly from White Matte on or after that date. It applies to all White Matte cabinet collections for indoor residential or commercial use. It does not replace warranty terms already provided for an earlier purchase, or apply to countertops, stone, flooring, closets, appliances, or installation services.

Who is covered and for how long

Coverage belongs to the original purchaser shown on the White Matte sales record and is not transferable. It lasts one (1) year from the documented delivery date. Keep the invoice and delivery confirmation to establish eligibility and the coverage period.

What is covered

White Matte warrants that cabinet boxes, doors, drawer fronts, and hinges and drawer glides supplied as part of an eligible cabinet will be free from defects in materials and workmanship under normal indoor use and care during the coverage period. White Matte determines whether a reported condition is a covered defect after reviewing the claim and, when needed, inspecting the affected component.

Remedy for an approved claim

At its option, White Matte will repair the affected component or provide a functionally equivalent replacement component. A replacement may differ in color, grain, sheen, finish, or design if the original is no longer available. White Matte supplies approved repair or replacement parts; unless applicable law requires otherwise, this limited warranty does not pay for removal, installation, reinstallation, labor, or work on surrounding materials.

What is not covered

- Normal wear, cosmetic scratches, dents, chips, fading, or aging from ordinary use.
- Accident, impact, misuse, abuse, neglect, improper cleaning, or failure to follow care instructions.
- Damage from water leaks, standing moisture, excessive heat, sunlight, or unsuitable humidity or temperature.
- Improper storage, handling, assembly, installation, modification, or repair by others.
- Natural variation or movement in wood, veneer, or hand-applied finishes, including grain and color differences or minor finish changes at joints.
- Appliances, countertops, plumbing, electrical work, or components not supplied with the eligible cabinet.

How to make a claim

Contact White Matte during the one-year coverage period. Provide the original invoice, delivery confirmation, product or order identification, a description of the issue, and clear photographs. Keep the affected component available for inspection and do not discard it until White Matte has completed its review. White Matte may request additional information or access to inspect the cabinet before deciding the claim.

Other rights

This written warranty does not reduce rights or remedies that cannot be excluded under applicable law. No oral statement changes these terms; any additional coverage must be confirmed by White Matte in writing. For cabinets purchased before the effective date, refer to the written warranty terms provided with that purchase.

How to contact White Matte

Submit a claim through whitematte.com/contact or email sales@whitematte.com. White Matte's showroom is at 1875 Graves Rd, Norcross, GA 30093. Keep a copy of your submission and any written acknowledgment.