

Limited Lifetime Warranty



Top Knobs warrants for the lifetime of the original consumer purchaser that the products will be free from defects in materials and craftsmanship.

OUR LIFETIME WARRANTY

Our lifetime warranty is our statement of confidence to our customers that our products are designed and manufactured to the highest standards in quality, style, appearance and durability. This warranty reflects a tradition of excellence and a commitment to superior manufacturing, innovative design and craftsmanship dedicated to you, our customer. This warranty is our pledge to you that we will proudly stand behind our products for as long as you own it.

This warranty covers any defects in material and craftsmanship, provided that the consumer purchased the products from an authorized distributor of Top Knobs. Top Knobs 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. For products purchased before 2010, a one year warranty is applicable. Any of our products purchased in 2010 or after are covered by our lifetime warranty.

HOW LONG DOES THE COVERAGE LAST?

Products purchased before 2010 shipped with a one year warranty. Products shipped in 2010 and beyond have a Limited Lifetime Warranty. This warranty lasts for the lifetime of the original consumer purchaser as long as you own your Top Knobs product. The warranty is not transferrable. Coverage terminates if you sell or otherwise transfer your Top Knobs product, for example when you sell your home.

WHAT WILL TOP KNOBS DO?

At our option, we will repair or replace the defective product, or refund the purchase price of the defective product.

WHAT DOES THIS WARRANTY NOT COVER?

This warranty does not apply to products which have been subject to misuse, improper installation, accident, natural disaster, corrosive air, outdoor use, or have been altered. Products may experience changes in appearance due to normal wear and tear. This is especially true for hand-applied finishes like patina finishes and chemically created finishes. Such normal wear and tear is not a defect and is not covered by this warranty. This warranty does not cover any damages or expenses caused by any defective product. See product use and care below.

HOW DO YOU GET SERVICE?

Consumers need to work through the purchasing dealer. In order to be eligible for service under this warranty you need to:

1. Contact Top Knobs at the address below, specifying the defect and providing your contact information;
2. Allow Top Knobs to inspect the product at a reasonable time and at a reasonable location; and
3. Return the product to Top Knobs within thirty (30) days after being instructed to do so by Top Knobs along with a description of the defect and documentation of being the original consumer purchaser.

YOUR RIGHTS UNDER STATE AND OTHER LAW

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state in the United States, province to province in Canada, and from country to country.

TOP KNOBS
3 MILLENNIUM WAY,
BRANCBURG, NJ 08876

PRODUCT USE AND CARE

Our products are designed for indoor use only unless otherwise stated. Products should be cleaned only with a soft, non-abrasive cloth dampened with clean water or a mild dishwashing liquid like Dawn™ and warm water. Please wipe dry with a soft, non-abrasive cloth. Do not use harsh cleaners or waxes to clean the product as these will erode the protective finish and void the warranty. Please do not leave water or soap residue on the product as chemicals or minerals contained within will eventually violate the protective coating and erode the finish.

PRODUCT VARIATION

Due to our hand-finished manufacturing process, you will see some lot-to-lot variation. Due to the nature of the finishing process, some products such as those with a hand-applied patina or rust finish will have lot-to-lot variations as to color and/or finish.