

# Warranty Policy

## Labor Warranty

SemBro warrants the installation of the cabinets and other labor performed by SemBro for three (3) months from the date of installation. This warranty is for defects in installation workmanship only. SemBro will come and repair anything else, but a service charge will apply, this does not include any materials and supplies needed. Customers will be responsible to pay for any materials and supplies required to complete the repair. The service fee is \$175 for the first 3 hours and \$75 per hour for the additional time required. Please reach out to your Project Specialist if you have any labor warranty claims.

## Products Warranty

SemBro is not responsible for the normal wear and tear of any materials. Manufacturers often offer a warranty for their products. If there is a problem with products, SemBro may assist with the warranty claim. The customer understands and agrees that a manufacturer's warranty does not include the cost of labor. SemBro will charge for any labor involved in removing and/or reinstalling cabinets, countertops, appliances, etc.

## Products Warranty Claim Process

1. Please refer to the manufacturer's warranty copy provided by SemBro. If you did not receive a copy, please visit the product's website to retrieve a copy of their warranty. Appliances and fixtures warranty is located in the product packaging or on their website.
2. File your claim with the manufacturer.
3. If you were unsuccessful in filing your claim with the manufacturer, please email [cleclaims@sembrodesigns.com](mailto:cleclaims@sembrodesigns.com) and our team will assist you.
4. In order for us to assist you we will require:
  - a. Name
  - b. Project Address
  - c. Date of Project Completion
  - d. Video or Photo proof of the damage or manufacturing defect
5. After all documentation is received, we will process your request in a timely manner.

I have read and accepted the SemBro Warranty Policy.

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SemBro Design & Supply Customer