



## KBC Kennels 1-year Limited Warranty

KBC Kennels offers a 1-year limited warranty on manufacturer defects. KBC Kennels' only responsibility shall be limited to repair or replacement of the defective product. KBC Kennels will not be responsible for any costs, losses or damages incurred as a result of loss or use of product. This warranty is subject to the following limitations in addition to any imposed by virtue of applicable law.

Excluded from coverage under this warranty are the following but not limited to:

- Damages from wear and tear by your pet
- Impact-related damage
- Damage resulting from abuse, misuse or carelessness
- Intentional damage and/or breakage
- Warpage from exposure to heavy weight on top, heat, rain, or snow
- Damage resulting from improper installation of accessories
- Any damage caused from anything other than defects in material or workmanship
- Any Alterations or modifications done by customer
- Damage from the use of solvents, adhesive, or cleaning solutions
- Improper Installation

Please see the policy under returns and exchanges for return shipping info. The same policies apply to warranty shipping. To save customer time and money, you may first email photos of the issue to [kbckennels@gmail.com](mailto:kbckennels@gmail.com), label subject heading "Warranty". Please allow 10- business days for KBC Kennels to respond to potential warranty emails.

Customer is responsible for all freight/shipping charges. However, you will be credited for shipping if the product was damaged or defective upon receipt, or the wrong item was shipped. Please include the shipping receipt in your return package to ensure proper credit.