

COMPREHENSIVE WARRANTY, RETURNS & TERMS POLICY

Effective Date: November 1, 2025

Company: Robins Interiors and Designs

Installation Services: J.M. Robins Construction Ltd (JMRC Ltd)

Location: Sussex, New Brunswick, Canada

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1. GENERAL WARRANTY STATEMENT

Robins Interiors and Designs ("Robins Interiors," "we," "us," or "our") is committed to providing quality products and professional installation services. This warranty document outlines the terms and conditions applicable to all products sold and services provided by Robins Interiors and Designs and J.M. Robins Construction Ltd.

1.1 Important Notice

ALL PRODUCTS SOLD BY ROBINS INTERIORS AND DESIGNS ARE SUBJECT TO THE MANUFACTURER'S WARRANTY TERMS AND CONDITIONS. Robins Interiors and Designs makes no claims, representations, or implied warranties beyond those explicitly provided by

the original manufacturer. Our role is to facilitate warranty claims between customers and manufacturers according to each manufacturer's specific warranty terms.

1.2 Warranty Scope

This document covers:

- Product warranties as defined by manufacturers
- Installation warranties for services performed by JMRC Ltd
- Return policies and procedures
- General terms and conditions of sale

2. PRODUCT WARRANTY

2.1 General Product Warranty Terms

All products sold by Robins Interiors are covered under the terms and conditions of the respective manufacturers' warranty. We do not extend, enhance, or modify manufacturer warranties. Each product category has specific warranty terms as outlined below.

Important: Customers must:

- Register products with manufacturers' if required
- Retain proof of purchase
- Follow manufacturer care and maintenance instructions
- Report defects within manufacturer specified timeframes

2.2 Product Categories and Warranty Terms

2.2.1 CABINETRY

OPPEIN Cabinetry Limited Warranty:

5 YEAR RESIDENTIAL / 1 YEAR COMMERCIAL

OPPEIN warrants that its Cabinets and Parts should be free of substantial defects in materials and quality for 5 years (2 years for painted doors) following the acquisition date for Residential Customers and a period of 1 year

following the acquisition date for Commercial Customers. The warranty period begins on the Purchase Date. This Limited Warranty applies to Domestic use only and covers defects in materials and quality. Labor and shipping are not included. Indoor Use Only.

Key Terms:

- OPPEIN cabinetry warranty is not transferable to end-users, including consumers and homeowners who purchase OPPEIN cabinetry products through the original purchaser
- All warranty actions are through the original Dealer (Robins Interiors and Designs) where purchased
- If that Dealer is no longer in business with OPPEIN, another dealer will be assigned
- If the product is no longer available, OPPEIN will substitute a similar product
- Color match is not guaranteed, as all cabinets will change over time
- Original proof of purchase receipt is required

What's NOT Covered:

- Normal wear and tear
- Water damage
- Outdoor use
- Damage from misuse or abuse
- Failure to follow assembly, installation, and care instructions

Natural Wood Characteristics:

By purchasing the product, the original purchaser acknowledges that natural wood may vary in texture, color, and wood grain, and it may exhibit subtle changes as it ages. Sunlight, smoke, moisture, household cleaners, and other environmental conditions may cause the materials to vary from their original color to warp, split, or crack. These variations are considered natural and related to the

environmental exposure of the product and are not covered under this warranty.

Other Cabinet Brands:

- Warranty terms as specified by manufacturer
- Documentation provided at time of purchase
- Claims facilitated through Robins Interiors

2.2.2 HARDWOOD FLOORING

Fuzion Flooring Warranty (Examples):

Haute Collection:

- **50 years residential limited warranty** for wear-through of surface coating
- **5 years light commercial** limited warranty

Other Hardwood Flooring Brands:

- Follow respective manufacturer warranty terms
- Typically range from 25-50 years residential, 3-10 years commercial
- Documentation provided at time of purchase

2.2.3 LUXURY VINYL PLANK (LVP), SPC & LAMINATE FLOORING

Robins Flooring Brand SPC (Stone Plastic Composite):

25-Year Residential Limited Wear Warranty:

- Coverage: Wear-through of decorative surface under normal residential use
- Stain resistance from normal household consumables
- Fade resistance from sunlight and household lighting
- Free from manufacturing defects
- Moisture resistance (surface damage from normal household spills)

5-Year Commercial Warranty:

- Coverage: Light commercial use (business offices, boutique shops)
- Wear-through protection
- Fade resistance
- Manufacturing defects
- Not recommended for: Heavy traffic areas, entry foyers, food preparation areas

Robins Flooring Brand Laminate:

25-Year Residential Limited Wear Warranty:

- Will not stain from normal household consumable items (food or drink)
- Will not wear through the decorative surface (note: scratches or reduction in gloss level is not considered wear)
- Will not fade as a result of direct sunlight or household lighting
- Will be free of manufacturing defects
- Moisture warranty: Surface resistant to damage from normal household spills

5-Year Commercial Warranty:

- Light commercial use warranty
- Wear-through protection
- Fade resistance
- Manufacturing defects
- Excludes high-traffic areas

Warranty Calculation (Pro-rated for both SPC and Laminate):

- Replacement/repair cost calculated based on years of use
- Example: If claim made after 10 years, coverage = $(25-10)/25 = 60\%$ of material cost
- After 25 years: 5% discount on next Robins product purchase
- Labor coverage: First 3 years only if professionally installed by certified installer
- No labor coverage after 36 months from purchase date

Radiant Heat Installation (Both Products):

- Compatible with water-based radiant heat systems only
- Maximum surface temperature: 81°F (27°C)
- Relative humidity must be maintained: 35-55%
- NOT compatible with electrical radiant heating systems (voids warranty)
- Gradual temperature changes required

Installation Requirements:

- Must follow Robins Flooring installation instructions
- Expansion zones required at all vertical obstructions (min 3/8" at walls)
- Subfloor must be level within 3/16" over 10 feet
- Installation temperature: Above 60°F (16°C)
- Installation humidity: 45-65% relative humidity
- Concrete moisture: Maximum 5.0 lbs/1,000 sq ft/24 hours (Calcium Chloride test)

Exclusions for Robins SPC and Laminate:

- Accidents, abuse, or misuse
- Extreme heat or cold
- Scratching, impact, or cutting
- Improper installation not following Robins instructions
- Improper maintenance or fabrication
- Water damage from flooding, standing water, leaking pipes, appliance leaks
- Hydrostatic pressure from concrete subfloor
- Pet urine damage
- Planks engaged/disengaged more than 3 times
- Visual defects installed (must be rejected before installation)
- Squeaking or noise in floating installations (not a manufacturing defect)
- Grade B, seconds, closeout, or "As Is" products

- Non-transferable warranty (original purchaser only)

Claim Requirements:

- Notify authorized Robins Interiors dealer within 30 days of discovering defect
- Must be within warranty period
- Provide valid proof of purchase (sales receipt)
- Provide detailed description and photographs of defect
- Affected area must be visible and greater than 1 square inch
- Robins reserves right to inspect floor and remove samples
- No claims for visual defects accepted after installation

Other LVP/SPC Brands:

- Warranty as specified by manufacturer
- Typically 20-25 years residential, 5-10 years commercial light traffic

2.2.4 LAMINATE FLOORING (Non-Robins Brands)

Standard Laminate Flooring (Non-Robins Brands):

- **Residential:** 15-25 years limited warranty (varies by brand)
- **Commercial:** 3-10 years limited warranty (varies by brand)
- Coverage: Wear-through, staining, fading
- Excludes: Moisture damage, improper installation

2.2.5 CERAMIC TILE & NATURAL STONE

Porcelain & Ceramic Tile:

- Warranty as specified by manufacturer
- Typically 1 year to limited lifetime (varies by brand/line)
- Covers manufacturing defects, not installation issues

Natural Stone:

- Warranty as specified by manufacturer/quarry
- Natural variation in color, veining, pattern is inherent and not warrantable
- Sealing and maintenance required per manufacturer specifications

Other Tile Brands:

- Warranty as specified by manufacturer
- Natural variation in color, shade, and pattern is not considered a defect

2.2.6 TRIM, MOLDING & MILLWORK

Primed/Painted Products:

- 1 year limited warranty against manufacturing defects
- Excludes: Improper finishing, storage, or installation

Raw Wood Products:

- Natural wood characteristics (knots, grain variation, color) not defects
- Limited warranty per manufacturer
- Proper acclimation and storage customer responsibility

2.2.7 AGUA KITCHEN & BATH PRODUCTS

Agua Kitchen & Bath Warranty Coverage:

All Agua kitchen and bath products are subject to the manufacturer's warranty terms and conditions. Robins Interiors facilitates warranty claims between customers and Agua according to Agua's specific warranty requirements.

General Coverage:

- Warranty terms vary by product category (see manufacturer documentation)
- Coverage typically includes manufacturing defects in materials and workmanship
- Specific warranty duration depends on product type and application

Customer Responsibilities:

- Retain original Agua warranty documentation provided at time of purchase
- Follow Agua's care and maintenance instructions
- Register products with Agua if required by manufacturer
- Contact Robins Interiors for warranty claim coordination

Claim Process:

- Report defects to Robins Interiors customer service
- Provide proof of purchase and Agua warranty documentation
- Allow for manufacturer inspection if required
- Claims processed according to Agua's warranty terms

Important Notes:

- Warranty is non-transferable (original purchaser only)
- Installation must follow Agua's specifications
- Improper installation, maintenance, or use voids warranty
- Water damage, abuse, or neglect not covered
- Complete Agua warranty terms provided with product documentation

For specific Agua product warranty details, refer to the manufacturer warranty card and documentation included with your purchase, or contact Robins Interiors customer service at 506-808-2711.

2.3 Product Registration

Some manufacturers require product registration for full warranty coverage. Customers are responsible for:

- Registering products within specified timeframe
- Providing accurate purchase information
- Maintaining registration confirmation

Failure to register may limit warranty coverage per manufacturer terms.

2.4 Warranty Transfers

Most manufacturer warranties are NON-TRANSFERABLE. If property is sold, warranty does not transfer to new owner unless specifically stated by manufacturer. Check individual manufacturer terms for transferability.

3. INSTALLATION WARRANTY

3.1 JMRC Ltd Installation Warranty

J.M. Robins Construction Ltd warrants that all installation services will be performed in a professional manner free from defects in installation for the periods specified below.

Warranty Periods:

- **Residential Installations:** 1 year from date of substantial completion
- **Commercial Installations:** 1 year from date of substantial completion

3.2 What Installation Warranty Covers

- Defects in installation
- Improper fitting or installation not meeting industry standards
- Installation-related failures (not product defects)
- Repairs of installation defects at no charge during warranty period

3.3 What Installation Warranty Does NOT Cover

- Product defects (covered under manufacturer warranty)
- Normal settling of building structure
- Damage caused by customer, occupants, pets, or third parties

- Moisture or water damage from external sources
- Improper maintenance or care by customer
- Modifications or repairs by others
- Extreme weather events or acts of God
- Environmental conditions (humidity, temperature) not maintained
- Damage from accidents, abuse, misuse
- Products not purchased through Robins Interiors

3.4 Installation Warranty Claim Process

1. **Notify Robins Interiors** in writing within 30 days of discovering issue
2. **Provide Details:** Description of issue, location, date discovered
3. **Allow Inspection:** JMRC Ltd representative will inspect within 10 business days
4. **Determination:** JMRC Ltd will determine if issue is covered under warranty
5. **Repair:** If covered, repair will be scheduled within reasonable timeframe
6. **Customer Cooperation:** Customer must provide reasonable access for repairs

3.5 Installation Warranty Limitations

- Labor only - replacement materials not covered (unless defect caused material damage)
- Customer responsible for moving furniture, preparing area
- Repairs made to match original installation; color/shade matching not guaranteed
- JMRC Ltd may use comparable methods/materials for repairs
- Warranty repair does not extend original warranty period

4. RETURN POLICY

4.1 General Return Policy

Customer satisfaction is important to us. However, due to the nature of building materials and custom orders, returns are limited.

4.2 Return Eligibility

Stock Products (In-Stock Items):

- Must be returned within **30 days of purchase**
- Must be in original, unopened packaging
- Must be in resalable condition
- Original receipt required
- **20% restocking fee applies**
- Customer responsible for return shipping/delivery

Custom or Special Order Products:

- **Generally NON-RETURNABLE and NON-REFUNDABLE**
- Includes: Custom cabinets, special order tile, cut materials, fabricated countertops
- Exceptions only for defective products (manufacturer warranty applies)

Installed Products:

- **NON-RETURNABLE**
- Once installation begins, products are deemed accepted
- Issues must be reported before installation starts

4.3 Return Process

1. **Contact Customer Service:** Email or call within return window (reference section 6.1)
2. **Provide Information:** Receipt, order number, reason for return
3. **Receive Authorization:** Return authorization number (RMA) issued

4. **Return Product:** Ship/deliver with RMA within 7 days of authorization

5. **Inspection:** Products inspected upon receipt

6. **Refund:** Processed to original payment method (minus restocking fee)

Timeline: Refunds processed within 14 business days of receiving returned product

4.4 Non-Returnable Items

- Opened/used products (unless defective)
- Custom-cut materials
- Special order items
- Clearance/final sale items
- Products without original packaging
- Products installed or altered
- Products ordered at customer's specific request

4.5 Defective Products

Products with manufacturing defects handled through manufacturer warranty, not return policy. Contact Robins Interiors immediately if product is defective.

4.6 Damaged in Transit

- Inspect ALL products upon delivery
- Note damage on delivery receipt (Bill of Lading)
- Notify Robins Interiors within 48 hours
- Photographs of damage required
- Damage claims filed with shipping carrier

5. TERMS AND CONDITIONS

5.1 Pricing and Payment Terms

- All prices subject to change without notice
- Quotes valid for 30 days unless otherwise stated
- Payment terms as agreed at time of purchase
- Late payment subject to 1.5% monthly interest charge (18% annual)
- Credit terms at Robins Interiors' discretion

5.2 Orders and Delivery

Lead Times:

- Lead times are estimates only, not guaranteed
- Delays may occur due to manufacturer backorders, shipping, or other factors
- Robins Interiors not liable for delays beyond our control

Delivery:

- Delivery to job site or customer address
- Customer responsible for providing safe, accessible delivery location
- Customer must be present or designate representative for delivery
- Additional charges for re-delivery due to customer unavailability

5.3 Order Cancellations

Stock Products:

- May cancel before shipment/delivery
- 10% cancellation fee applies if order already processed

Custom/Special Orders:

- NON-CANCELLABLE once placed with manufacturer
- Customer liable for full purchase price plus any manufacturer cancellation fees

5.4 Customer Responsibilities

Customer agrees to:

- **Inspect all materials** upon delivery
- **Verify quantities and specifications** before installation
- **Reject defective products** before installation begins
- **Maintain proper job site conditions** (temperature, humidity, cleanliness)
- **Provide accurate measurements** for materials and custom orders
- **Obtain required permits** for construction/installation work

- **Provide safe working environment** for installers
- **Follow manufacturer care instructions** after installation

5.5 Inspection and Acceptance

CRITICAL REQUIREMENT: CUSTOMER MUST INSPECT ALL MATERIALS BEFORE INSTALLATION

- Customer or their representative must be present to inspect materials
- Installer has duty to reject obviously defective materials
- Once installation begins, materials are deemed accepted
- **NO CLAIMS ACCEPTED FOR DEFECTS AFTER INSTALLATION HAS STARTED**
- Defective pieces installed are customer/installer responsibility, not covered by any warranty

5.6 Product Variation and Natural Characteristics

Color and Shade Variation:

- Natural variation in color, shade, grain, and pattern is inherent to all natural products
- Digital images/samples are for reference only and may not exactly match product
- Dye lot and shade variations expected in tile, stone, and hardwood
- Color matching cannot be guaranteed for replacements or additions to existing installations
- **We cannot accept claims based on natural variation**

Wood Products:

- All wood products subject to natural variation in grain, color, and texture
- Environmental factors cause color changes over time (ambering, patina)
- Sunlight exposure accelerates color change

- Species-specific characteristics (knots, mineral streaks, color variation) are natural and desirable
- Expansion and contraction with seasonal humidity changes is normal

Tile and Stone:

- Shade variation inherent to all fired clay and natural stone products
- Pattern and veining variations in natural stone are unique characteristics
- Finish variations in glazed tile products expected
- **No claims accepted for natural variation characteristics**

5.7 Claims and Liability

Limitation of Liability:

- Robins Interiors' liability limited to accepting return of materials sold (subject to return policy)
- Investigation required to support claim as legally obligating
- **No liability for consequential losses** including but not limited to:
 - Loss of use of property
 - Loss of revenue or business
 - Cost of alternative materials or services
 - Labor costs for removal and reinstallation
 - Damage to other property
 - Economic losses or damages
 - Inconvenience or time
 - Loss related to property other than products sold

Delivery to Carrier:

- Delivery to carrier constitutes delivery to customer
- Robins Interiors not liable for damage during transit (carrier responsibility)
- Customer must note damage on delivery receipt (Bill of Lading)
- Transit damage claims filed with shipping carrier

Delivery Schedules:

- Delivery dates are estimates only, not guarantees
- Robins Interiors not liable for delays in delivery or installation
- Time is not of the essence unless expressly agreed in writing

5.8 Authority and Modifications

- These terms binding on all purchases
- Modifications must be in writing signed by authorized Robins Interiors representative
- Sales staff not authorized to modify these terms verbally
- Purchase order or invoice does not constitute acceptance of customer's terms

6. CLAIMS PROCESS

6.1 Product Warranty Claims

Step 1: Identify Issue

- Determine if issue is product defect or installation issue
- Review manufacturer warranty terms
- Gather documentation (photos, receipt, etc.)

Step 2: Contact Robins Interiors

- Call: 506-808-2711
- Email: info@jmrobinsconstruction.com
- Within manufacturer specified timeframe (typically 30 days)

Step 3: Provide Documentation

- Proof of purchase (receipt, invoice)
- Photos clearly showing defect
- Description of problem
- Date issue discovered
- Product information (brand, model, color, etc.)

Step 4: Manufacturer Review

- Robins Interiors submits claim to manufacturer
- Manufacturer may require inspection or samples
- Determination typically within 10-15 business days

Step 5: Resolution

- If approved: Replacement product or repair per manufacturer terms
- If denied: Explanation provided
- Customer may appeal to manufacturer directly

6.2 Installation Warranty Claims

Step 1: Notice

- Contact JMRC Ltd within 30 days of discovering issue
- Provide written notice with details

Step 2: Inspection

- JMRC Ltd will inspect within 10 business days
- Customer must provide access to affected area

Step 3: Determination

- JMRC Ltd determines if covered under installation warranty
- Written explanation of determination

Step 4: Repair

- If covered: Repair scheduled within reasonable timeframe
- Customer must provide access and prepare area
- Repair completed per industry standards

6.3 Documentation Requirements

All Claims Must Include:

- Original purchase receipt or invoice
- Photos clearly showing issue
- Written description of problem

- Date issue discovered
- Contact information
- Authorization for inspection (if required)

6.4 Claim Timeline

- **Notice:** Within 30 days of discovering issue
- **Inspection:** Within 10 business days of notice
- **Determination:** Within 15 business days of inspection
- **Repair/Resolution:** Within 30 days of approval (subject to parts availability)

6.5 Appeals

If claim is denied:

- Customer may request written explanation
- Customer may provide additional documentation
- Product warranty appeals directed to manufacturer
- Installation warranty appeals to JMRC Ltd management

7. LIMITATIONS AND EXCLUSIONS

7.1 General Exclusions

The following are NOT covered by any warranty provided by Robins Interiors or JMRC Ltd:

Environmental and Maintenance:

- Failure to maintain proper humidity (35-55% recommended)
- Failure to maintain proper temperature
- Damage from water, moisture, flooding, leaks
- Damage from cleaning products or improper cleaning
- Pet damage (scratches, urine, chewing)
- Pest damage (termites, rodents, etc.)

Use and Abuse:

- Normal wear and tear
- Scratches, dents, gouges from use

- Impact damage
- Burns or heat damage
- Chemical damage or staining
- Commercial use of residential-grade products
- Excessive wear beyond normal residential use

Installation and Site Conditions:

- Improper installation by others
- Installation not per manufacturer specifications
- Subfloor or substrate issues (levelness, moisture)
- Structural settling or movement
- Improper job site conditions during installation
- Installation of defective products after inspection

Modifications and Repairs:

- Alterations or modifications to products
- Repairs by unauthorized persons
- Mixing products from different manufacturing lots/runs
- Using products for unintended purposes

7.2 Product-Specific Exclusions

Flooring:

- Color variation between samples and actual product
- Natural wood characteristics (grain, color variation, knots)
- Gloss level reduction (not considered wear-through for laminate)
- Squeaking or noise (not a defect)
- Separation due to improper acclimation
- Moisture issues from subfloor

Cabinetry:

- Color changes due to UV exposure (ambering)
- Wood grain and color variation

- Thermal expansion/contraction
- Warping due to improper humidity control
- Hardware operation issues due to improper installation

Tile and Stone:

- Natural variation in color, shade, pattern, veining
- Grout issues (staining, cracking, discoloration)
- Lippage (uneven tiles) due to installation or substrate
- Efflorescence (natural mineral deposits)
- Etching from acids or harsh cleaners

7.3 Geographic and Use Limitations

Geographic:

- Products must be used in climate-controlled interior spaces (unless specifically rated for exterior)
- Proper environmental controls must be maintained
- Coastal/high-humidity environments may require additional precautions

Use Limitations:

- Residential products NOT warranted for commercial use
- Commercial products warranted only for specified traffic levels
- Outdoor use voids all warranties (unless product specifically rated)

7.4 Disclaimer of Implied Warranties

TO THE FULLEST EXTENT PERMITTED BY LAW:

- No implied warranties of merchantability or fitness for a particular purpose
- No warranties beyond those explicitly stated in this document and manufacturer warranties
- No warranty against latent defects beyond manufacturer coverage
- No consequential or incidental damages

- No liability for special, indirect, or punitive damages

7.5 Force Majeure

Robins Interiors and JMRC Ltd not responsible for failure to perform obligations due to causes beyond reasonable control including:

- Acts of God (natural disasters)
- War, terrorism, civil unrest
- Government actions or regulations
- Labor strikes or shortages
- Material shortages or supply chain disruptions
- Pandemics or public health emergencies
- Utility failures
- Transportation disruptions

ACKNOWLEDGMENT AND ACCEPTANCE

By purchasing products or services from Robins Interiors and Designs or JMRC Ltd, customer acknowledges that they have:

- ✓ Read and understood this warranty policy
- ✓ Received a copy of this policy
- ✓ Understood manufacturer warranty terms apply to all products
- ✓ Understood their responsibilities for inspection, acceptance, and maintenance
- ✓ Understood return policy limitations and restocking fees
- ✓ Understood warranty limitations and exclusions
- ✓ Agreed to terms and conditions outlined herein

CONTACT INFORMATION

Robins Interiors and Designs

160 Park St., Sussex, New Brunswick, Canada
E4E 1V3

Phone: 506-808-2711

Email: info@jmrobinsconstruction.com

Website: jmrobinsconstruction.com

For Product Warranty Claims:

Email: warranty@robinsinteriors.com

Phone: 506-808-2711

For Installation Warranty Claims:

J.M. Robins Construction Ltd (JMRC Ltd)

Email: info@jmrobinsconstruction.com

Phone: 506-808-2711

Hours of Operation:

Monday-Friday: 8:00 AM - 5:00 PM

Saturday-Sunday: Closed

This policy supersedes all previous warranty policies, terms, and conditions.

Robins Interiors and Designs reserves the right to modify this policy at any time. Updates will be posted at point of sale and on company website. Most current version always applies.

This document should be provided to all customers at time of purchase and is available for download at jmrobinsconstruction.com.