



Product Care

At Ketcham we want your mirror/medicine cabinet to maintain the same beauty and functionality as the day it was installed. Following these cleaning instructions and using the approved cleaning solutions will keep your mirror/medicine cabinet bright and beautiful throughout its lifetime.

These mirror products require special care. Use a damp cloth to clean your mirror. Do not use any abrasive material as it may damage the surface and finish of the mirror. When cleaning, spray the cloth, not the mirror or surrounding surfaces. Mild detergents like vinegar solution and water are recommended.

DO NOT clean your mirror/medicine cabinet with any knives, scrapers, emery cloth, scouring sponges, or abrasive materials.

DO NOT use alkali or acid cleaning solutions, as this will severely damage the mirror/medicine cabinet.

Ketcham Quality Guarantee

At Ketcham we produce quality products, as such we stand behind our entire line. Please read below for our Ketcham Quality Guarantee.

Ketcham products are guaranteed to be free of manufacturing defects from one year after date of purchase. Any products returned under this guarantee will be repaired or replaced at no charge. Ketcham does not assume any liability for labor to remove or replace any products. Please contact your point of purchase to facilitate any warranty replacements within one year of date of purchase.

Mirrors are guaranteed against silver spoilage for a period of 5 years after purchase date providing the product care instructions have been implemented.

LED light strips built into the mirror are guaranteed to last for a period of 10 years or 50,000 hours after purchase date.

This warranty DOES NOT cover any products that have been subject to misuse, accident, negligence, improper repair/maintenance, or faulty installation.

FOR PROFESSIONAL CLIENTS:

Requests for warranty review products should be emailed for authorization to info@ketchamcabinets.com. Please provide supporting documents including photos, date of order, part number, and order number. Warranty claims will not be covered unless validated.

FOR HOMEOWNERS:

Please contact your point of purchase to facilitate any warranty replacements within one year of date of purchase.

Upon Delivery

Due to the fragile nature of our products the customer/consignee must inspect materials for damage upon receipt of goods. Within 24-72 hours of delivery, unpack and inspect your shipment. Should you discover a concealed loss or damage, contact us immediately to start a claim with the freight carrier. Make every attempt to leave the containers and packing materials as they were when you first discovered the loss or damage and please have pictures of the damages available to support your claim.

Installing damaged or broken material voids all claims for replacement and warranty. Do not install any chipped, cracked, or broken items as they may result in injury. Ketcham/Fred Silver will not be liable for any claims or replacement resulting in thereof.