



Warranty & replacements

Get all of the right information you need for your replacement or warranty item right here.

Blum products are covered by a limited warranty for the original homeowner against defects in materials and workmanship. We'd be glad to assist you in replacing your parts. Please read the instructions below before contacting us to ensure that we are able to assist you as quickly as possible.

Please note:

- The Blum name must be visible somewhere on the broken part. We can only send replacements if Blum manufactured the original part.

Option 1: Instructions for emailing about your defective part

To start the replacement process via email, please fill out our contact form with the following:

- Your name, return address, phone number and email address if you want to receive a shipping confirmation.
- Quantity of replacement needed.
- Pictures of the part and/or video demonstrating the problem according to the product type below.

Hinges and mounting plates

Attach pictures of the top, side and back view of the hinge. Note that the numbers on the product are component numbers, not part numbers, so we need to see pictures for identification.

Drawer slides

Attach a picture of the part number from the product (this may require you to remove the slide from the cabinet). We also need a video showing the issue you are experiencing.

AVENTOS lift systems

Attach a picture of the white label on the lift mechanism (you will need to remove the cover cap to find it). We also need a video showing the issue you are experiencing.

SERVO-DRIVE

Attach a picture of the white label on the drive unit and/or the power supply. We also need a video showing the issue you are experiencing. Note that SERVO-DRIVE has a 5-year warranty, so we will verify the serial number to see if the warranty is still valid.

- For SERVO-DRIVE products, the batch number of the defective part(s) and the details of the installation of the product for which a replacement has been requested.
- Proof of purchase from an authorized seller, including where (and when for SERVO-DRIVE products) you purchased the part.



Option 2: Instructions for mailing in your defective part

If you'd rather mail in your defective part for replacement, please send the broken part (for hinges, please also include the mounting plate) to Blum Inc. at the following address:

Blum Inc.
7733 Old Plank Road
Stanley, NC 28164
Attn: Warranty Dept.

Include a note containing the following:

- Your name, return address, phone number and email address if you want to receive a shipping confirmation.
- Quantity of replacements needed.
- Description of the problem you are experiencing.
- For SERVO-DRIVE products, the batch number of the defective part(s) and the details of the installation of the product for which a replacement has been requested.
- Proof of purchase from an authorized seller, including where (and when for SERVO-DRIVE products) you purchased the part.

Please note that items sent to Blum will not be returned.

If you have questions, including about whether a seller is authorized, contact our Customer Service team at 800-438-6788 and they will be happy to assist you.

Helpful information:

For additional resources and warranty information, please refer to our warranty & replacements webpage via the link below.

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Congratulations!

The product you have purchased includes Blum lift systems, concealed hinges and/or drawer runners, the finest in functional hardware. In keeping with our commitment to quality, integrity and expert workmanship, this hardware meets or exceeds the highest industry standard requirements.

Limited warranty

Blum Inc. (Blum) warrants its lift systems, hinges and/or drawer runners contained in this product (but not the product itself) against defects in material and workmanship for as long as the original consumer purchaser owns the products.

Because Blum cannot control the quality of products sold by unauthorized sellers, this warranty applies only to hardware that was purchased from a Blum authorized seller in the United States, unless otherwise prohibited by law. Blum reserves the right to reject warranty claims for hardware purchased from unauthorized sellers, including unauthorized internet sites.

There are no warranties which extend beyond those stated herein. ALL WARRANTIES IMPLIED BY STATE LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY LIMITED TO THE DURATION OF THIS EXPRESS WARRANTY.

Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

This warranty is a warranty of replacement only. Blum specifically does not warrant removal of the defective hardware nor installation of new hardware. In the event the defective Blum hardware is obsolete or has been discontinued, Blum reserves the right to replace the defective hardware with a comparable hardware currently manufactured. There is no guarantee of full interchangeability offered and the warranty does not apply to a discontinued hardware if, at Blum's discretion, a comparable hardware is not available. This warranty does not cover hardware which has been incorrectly installed, exposed to excessive loads or otherwise used in any manner contrary to its intended purpose. This warranty also does not cover defects due to normal wear and tear, damage due to misuse, alteration to the hardware, or negligence. This warranty is limited to the original consumer purchaser in the United States and is non-transferable to any other person or entity. All requests for warranty replacements must be made through Blum directly.

Purchasers who wish to make a warranty claim based upon a product defect should either fill out Blum's contact form or mail the defective part to Blum at the following address:

Blum Inc.
7733 Old Plank Road
Stanley, NC 28164
Attn: Warranty Dept.



Please include the following information when making a claim:

- Your name, return address, phone number and email address for order and shipping confirmations.
- Quantity of replacements needed.
- If contacting Blum by mail, a description of the problem you are experiencing. If contacting Blum by online form, pictures of the part and/or video demonstrating the problem according to the product type below.
 - **Hinges and mounting plates:** Attach pictures of the top, side and back view of the hinge. Note that the numbers on the product are component numbers, not part numbers, so Blum needs pictures for identification.
 - **Drawer slides:** Attach a picture of the part number from the product (this may require you to remove the slide from the cabinet). Blum also needs a video showing the issue you are experiencing.
 - **AVENTOS lift systems:** Attach a picture of the white label on the lift mechanism (you will need to remove the cover cap to find it). Blum also needs a video showing the issue you are experiencing.
- Proof of purchase from an authorized seller, including where you purchased the part.

In the case of a warranty claim, Blum has the right to request that all defective parts be returned to Blum for the purpose of product monitoring and error analysis.

Blum, Inc.
Stanley, NC 28164
800-438-6788
blum.com

Other terms and conditions:

UNDER NO CIRCUMSTANCES SHALL BLUM BE LIABLE FOR ANY SPECIAL, CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM THE USE, INSTALLATION, PERFORMANCE OR FAILURE OF ITS HARDWARE; BREACH OF THIS LIMITED WARRANTY; BREACH OF CONTRACT; OR STRICT LIABILITY.

Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from State to State.

If you have questions about whether a seller is authorized, call us at 800-438-6788 or fill out our contact form.

If you would like a physical copy of this warranty, feel free to print this webpage or call us at 800-438-6788 and we would be happy to send you a copy.

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