
POLICIES AND WARRANTIES

**We are proud of our products and stand behind our quality workmanship.
Questions and Price quotes will be promptly responded to via phone, email, or fax.**

- We will accept orders by phone, fax, e-mail, and standard mail. Orders received by phone will be carefully repeated back at the time of phone-in. An acknowledgement including item specifications, sizes, quantities, and prices will be promptly faxed for your confirmation. For order to be processed, the Confirmation of your order, as well as a copy of this 'Policies & Warranties' page must be signed and dated, and faxed back to **(716) 832-9294**, or mailed to Custom Kitchen Cabinet & Refacing, 98 Monarch Drive, Amherst, NY 14226. Two (2) signatures are required in total. From that point, all orders are considered correct and firm.
- We assume no responsibility for incorrect information received by phone, fax or mail. All items are custom made to customer's specifications; Therefore, cancellations of or changes to orders in process are subject to a charge to be determined by the factory at the time of request.
- Once order is in production (usually within 48 hours of receipt), any changes will be at customer's expense.
- Customer will be notified by fax, or email of the approx. shipping date. (generally 7-10 work days for standard door styles, allow extra time during busiest seasons (fall and spring). Allow an additional week for factory staining and finishing, and an additional week for ground delivery. Total normal lead-time is approx. 4 weeks.
- Payment is required before order can be placed in production, since each order is custom made to your specifications. Payment can be made by MASTER CHARGE, VISA, DISCOVER, AMERICAN EXPRESS, CERTIFIED CHECK, or MONEY ORDER.
- All orders will be processed within 24 hours and are non-cancelable and non-refundable after 72 hours, due to the custom nature of the product. Within 72 hours, a 15% or \$100.00 (whichever is greater) order processing fee will apply.
- The entire dollar amount of the order is non-cancelable and non-refundable. If there is any outstanding balance due, it must be paid before shipping. No allowances will be given with the exception of that clearly stated in the Warranty.
- If there is noticable damage to the shipping cartons, you must notify us AND the carrier within 48 hours.
- There will be a service charge of \$25.00 on orders of 10 doors or less.
- Customer must print out these policies and sign the agreement at the bottom stating that he/she has read and understands the policies and warranties setforth and agrees to abide by them. The signed polict page must be faxed to **(716) 832-9294** 98 Monarch Drive, Amherst, NY 14226 before doors will be cut to order.

We warrant all standard products for one year from date of shipment against warpage to these tolerances:

- Raised panel doors less than 23" in width and 46" in height are warranted against warpage of more than 1/8".
- Frames and plywood insert panel doors less than 23" in width and 46" in height are warranted against warpage of more than 1/4".
- Doors more than 23" in width and/or 46" in height are not warranted.
- Drawer fronts less than 8" in height and 24" in width are warranted against warpage of more than 1/4".
- Drawer fronts more than 12" in height (across the grain) or 30" in width (with the grain) are not warranted.
- Mitered doors are warranted against joint gaps of 1/128" (.008) or more.
- Slab doors (style 370) are not warranted against warpage.
- Paint Grade or any painted doors are NOT warranted against paint cracks in joints or visible glue lines in panels caused by natural expansion or contraction of raised panels.
- Natural color and grain variations are not warranted, as they are considered normal in real solid wood products. (SELECT grade will have less color variation than the standard grade)
- Warranty covers replacement of door and shipping only. Warranty does not cover installation, removal, or labor of any kind. Nor does this warranty cover any product used or installed in connection with our products. This warranty does not apply to damage resulting from improper handling, alterations or storage.
- All claims, including shortages, must be made within five days of receipt. Any product claimed to be of defective workmanship or material must be returned for inspection at our request. Credit will be issued subject to our inspection. No returns will be accepted without authorization. DO NOT return any merchandise without notifying us first for authorization.
- We will do everything possible to quickly rectify any problems that may arise. We are, as we have been since 1985, dedicated to customer satisfaction.

I, (print name) _____, have read the policies and warranties above and agree to abide by them.

Signed _____ Date _____