

Limited Warranty

Manufacturer provides a one year limited warranty for all painted MDF products. A 3-year limited warranty applies to thermofoiled products. Finished products (both paint and foil) are produced using materials that contain UV protectants to reduce the possibility of yellowing. However, as with any product, certain changes will take place over time and can be affected by factors such as sunlight, smoke, and cleaning products. Our white colors will "gray" over time and this change in color is not considered to be a defect of the product. Raw and primed doors carry no warranty for finishing.

Thermofoil doors that are placed next to an oven unit should be kept open during the cleaning cycle when extremely high temperatures are present. Opening adjacent doors will allow the heat to dissipate and help prevent delamination of the vinyl from the MDF substrate. During the thermofoil process, slight imperfections will occur. These imperfections may include elevations of the foil, depressions in the substrate, bridging of the vinyl or machining lines. Generally if these imperfections are not visible in normal kitchen lighting, they will not be considered to be defects.

All doors 21" or less wide and 45" or less tall carry a full warranty against warpage. (Squareness width and height of more than 1/8".) Doors or panels over 21" wide or 45" high carry no warranty against warpage. Raw and primed doors carry no warranty for warpage since finishing techniques can affect the outcome of these products.

All products are guaranteed to be within 1/16" of the size ordered. This 1/16" tolerance is an industry standard. Generally, products received will be the exact size ordered.

Shortages should be reported within 5 days of receipt. No claims for shortage will be accepted after 30 days.

Any item(s) claimed to be defective must be reported within 5 days of receipt. No claims for damage will be accepted after 30 days. Items claimed to be defective must be returned for inspection at our request. Repair or replacement parts are provided. No accommodation for labor for removing parts or installation of new parts will be given. Warranty will not apply to improper storage, handling, or finishing on the part of the customer. Improper handling also includes abuse, misuse, and incorrect installation on the part of the contractor.

Manufacturer will not be held responsible for delays caused by unavoidable accidents, transportation strikes, or other matters that are beyond our control. Warranty does not apply to freight damage. Damage should be reported to the truck driver at delivery and you should make sure that a notation is made on the bill of lading to assure that a freight claim can be filed and processed without delay. If the carton is damaged and you suspect damage to the contents, make the driver wait until you have had an opportunity to examine the product. Failure to note damage on delivery greatly reduces the chance for reimbursement. In the event that you have freight damage, please contact the freight company for advice and assistance.

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