
Factory Finishing

Hardwood Kitchens, LLC will finish your selected pieces in your choice from our stains, paints and specialty finishes. Visit an authorized dealer for actual samples.

Stain Finishes

Hardwood Kitchens, LLC maple, oak, and cherry cabinets vary in color and grain patterns. Shades of white, black, brown, yellow and green will be noticeable in lighter and natural finishes. Mineral streaks, knots, and natural imperfections are revealed through the transparency of the stain. Grain and textures can range from smooth and even to erratic patterns and densities. All are natural characteristics of wood and considered part of the unique beauty of real wood. These variations effect how wood accepts the stains, as the stain is absorbed into the wood the natural textures are enhanced. Soft areas of wood accept more stain and appear darker, these variances cannot be controlled.

All wood, finished or unfinished, will change in color due to mellowing with age. This natural process can cause a noticeable difference between product samples in a showroom and your brand new finished cabinets.

Cherry wood in particular changes rapidly and may darken by several shades over a short period of time. Please consider this when looking at color blocks that may be darker than your ordered cabinets which will not reflect the final aged color of the wood.

Dark stains applied to a lighter wood like maple may exaggerate the light and dark effects and can cause the appearance of blotchiness. This is a natural occurrence within Hardwood Kitchens, LLC's finishing standards.

Exact color matches are not guaranteed.

An inherent quality of wood is expansion and contraction caused by the unpredictable humidity of the environment it is in. This natural occurrence may cause hairline fractures in the stains, paints or specialty finishes and does not reduce the integrity of the joints. Be prepared to accept this risk and realize no warranty can insure against it.

Hardwood Kitchens Finishing orders will not be processed unless accompanied by this signed authorization.

Carefully read all the information provided on this page and discuss questions with your Hardwood Kitchens authorized dealer, then sign this form below. Wood color variation due to light and age, variations in the natural characteristics of real wood, light and dark effects of stains applied to wood, shrinkage or expansion of joints due to humidity, hairline fractures in solid color stains, paints and glazes where wood is joined, and hand-applied techniques are in no way considered defects in materials or workmanship. Hardwood Kitchens, LLC and it's authorized dealers will not be held responsible for a customer's dissatisfaction with occuring conditions outlined within this agreement.

I have read this information and understand that the finish I have selected is the result of craftsman's touch and find the inherent variations in wood and finish to be acceptable. I agree not to hold Hardwood Kitchens, LLC nor it's authorized dealers responsible in the event that I find these natural variations to be less desirable than I expected.

Customer Signature:

Date:

Dealer Signature:

Date:

Paint Finishes

At Hardwood Kitchens, LLC the use of quality of wood and veneers is the standard. An inherent quality of wood is expansion and contraction caused by the unpredictable humidity of the environment it is in. Due to this natural occurrence wood can dry out or absorb moisture causing the shrinkage or expansion of the joints which is noticeable on solid color finished cabinets. Particularly on mitered doors. Paints and sealers are suspended over the top of the wood and cannot expand or contract. This occurrence may cause hairline fractures in the stains, paints or specialty finishes and does not reduce the integrity of the joints. Be prepared to accept this risk and realize no warranty can insure against it.

Specialty Finishes

Our hand-applied specialty finishes begin with stained or painted wood. A solid color glaze is applied and carefully rubbed away. A glaze is not a stain therefore will not obscure the natural characteristics of stained wood. The glaze collects in recesses, crevices and corner areas on the surfaces of the cabinets and doors emphasizing the characteristics of each style. The specialty finish will tend to be more obvious on styles with detailed moulding, trim or ornamentation. Uncomplicated styles such as our "Mission" style will have more subtle results. Since our factory finishers individually hand-rub each piece, results will vary slightly reflecting the craftsman's style. It is recommended that you order a sample door of the specialty finish on the cabinet style desired to see the results you can expect.

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Real Wood

Hardwood Kitchens, LLC are manufactured using real wood. Inherently, natural woods have their own unique characteristics; for example, color, texture and grain pattern. These characteristics make each cabinet beautiful and unique. Distinctive grain patterns or unusual shadings may be found within the same wood species. Real wood kitchen and bath cabinets may be affected by environmental factors such as natural or artificial lighting and humidity.

Hardwood Kitchens, LLC works to maintain high quality standards. Please recognize the unique characteristics and variations in real wood and view them as a natural and desirable occurrence in wood products.

Quotes

Hardwood Kitchens, LLC reserves the right to require, "quote requests" to be submitted in writing prior to providing a quote. All quotes provided by Hardwood Kitchens, LLC are subject to change and are only valid for 15 business days. Subsequent orders based on the quote must make reference to the quote number.

Claims

Hardwood Kitchens, LLC will not reimburse for time and labor expenses incurred by the retail store or any expenses incurred by the retail store's customer. All claims should be made within 30 days of delivery. Hardwood Kitchens, LLC is not responsible for claims made to unfinished products after the product is finished.

Credits will be issued on an individual basis and granted where warranted. In addition, credits will be reflected on your account only after the product has been returned and inspected. No allowance will be given to any claim submitted beyond 30 days from the delivery date. For any questions regarding your invoice, please contact your Customer Satisfaction Team Member.

Product Arrival

Please review and inspect all Hardwood Kitchens, LLC products as they are being delivered and unloaded off the truck. Any damage or defect should be brought to the attention of the driver immediately. In the event that merchandise arrives damaged, please contact a Customer Satisfaction Team Member. We will be happy to suggest minor repair procedures, which may be helpful in repairing the item. If a replacement part is needed, Customer Satisfaction will send the replacement part within 15 business days, free of charge. Should it be determined that the product needs to be returned for repair, an RGA form (*Returned Goods Authorization*) may be obtained through a Customer Satisfaction Team Member. The product will be returned to Hardwood Kitchens, LLC for repair and then returned to you on your next scheduled delivery at no charge, providing the item was paid for on a previous invoice. If an item is refused at delivery for no valid reason, a restocking fee of 35% will be assessed and will be reflected on a subsequent invoice.

If damage or defects are detected after the Hardwood Kitchens, LLC delivery truck departs, and the item is not repairable on site, the items to be returned will be picked up during your next scheduled delivery.

Please thoroughly review the items on your order and be sure that there are no shortages at the time of delivery. The number of items signed for on the invoice is confirmation that all pieces have been received. Hardwood Kitchens, LLC is not responsible for any shortages noticed after delivery.

If a product is not delivered, it will be on the next scheduled delivery or on another truck that is delivering in the territory. We will attempt to deliver and satisfy back-ordered product in the most expedient and efficient manner. Customers will be informed that a product is on back-order as soon as possible prior to the scheduled delivery date.

Options

Throughout the catalog, options to an original cabinet are offered to your customer for a slight up-charge. Changes to the piece over and above what is listed as an available option are to be considered to be a modification. Hardwood Kitchens, LLC's willingness to modify products is a valuable service that can help set your store apart from other kitchen and bath stores. In order to keep overall costs down and maintain quality control standards, we have defined the term modification as follows:

- Select items may be modified in dimension height, width or depth.
- No more than three modifications may be made to any single piece.
- Limit modified products to maximum of 20% of the total order.
- Modified products cannot be returned for any reason and are your responsibility. Carefully review your order before submitting.

Hardwood Kitchens, LLC, Inc. reserves the right to modify or change products and pricing as necessary.

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Kitchen & Bath Cabinet Order Form

DATE: _____ Page _____ of _____

Phone: 855-779-4475 • Fax: 855-779-44755 • Email: Info@HardwoodKitchens.net

Sold to:	Ship to:
Address:	Address:
Phone:	Phone: Fax:
Email:	

Bill to: Bill to Phone:

Address:

Job Name/PO#: *Complete a separate form for each new job or PO.*

NOTE: Order WILL NOT be processed without a signed acknowledgement form.

Cabinet Style Name	Door Style	Overlay	Hinge Type	Drawer Front	Drawer Glide

Cabinet Wood Species: Maple Oak Cherry

Finish: Stain Color: Paint Color: Unfinished

NOTE: All Glass Prep Door Cabinets must specify if they are to have standard birch or same species wood finish inside cabinets.

Specialty Finishing (ex. rubbed edges, two tone finish, glazing):

Additional Instructions:

NOTE: All finished cabinets are packaged; sides and fronts are covered for finish protection
