



20 Year Limited Warranty Information

Craftsworth Custom Cabinetry will replace or repair kitchen cabinets that have been subject to defects in materials and workmanship from the date of purchase for a period of 20 years. Warranty is limited to the original purchaser, for residential applications only. This warranty is expressly limited to repair or replacement of the defective part at the discretion of Craftsworth Custom Cabinetry and does not include labor for removal or replacement. This warranty does not extend to defects caused by improper handling, storage, installation, assembly or disassembly, intentional damage, product modifications, exposure to the elements including humidity which may result in warping or splitting, accidental misuse, abuse or negligence. Natural woods may vary in texture, color and wood grain, and exhibit subtle changes as they age. For example, wood joints may eventually have visible cracking around the joint area and cabinet colors may darken or lighten over time. Sunlight, smoke, moisture, household cleaners and other environmental conditions may cause materials to vary from their original color and/or to warp, split or crack. These variations are considered to be the nature of the material in relation to their environmental exposure and are not covered under this warranty.

Please note that cabinet styles and finishes can get discontinued by the manufacturer which is beyond the control of Craftsworth Custom Cabinetry. If the cabinets you purchased are no longer available or discontinued by the manufacturer, or if we no longer sell that particular finish/manufacturer any longer, we will do everything we can, however, we may not be able to get parts or replacements. If we no longer sell that manufacturer but are still able to obtain parts, you would only be charged the cost of the parts plus shipping. If we're no longer able to get parts from the manufacturer but are able to locate the parts needed through another source, you would only be charged the cost of the parts plus shipping.

Craftsworth Custom Cabinetry reserves the right to determine the most cost effective and efficient method to correct defective merchandise that does not involve total replacement. Example: replace a door - not the entire cabinet. Craftsworth Custom Cabinetry and its manufacturer's determine what is "defective" - not the customer. Pictures will be required in order to receive replacement parts.

Climate Considerations

Dry wood undergoes small changes in dimension with normal changes in relative humidity. More humid air will cause slight swelling and drier air will cause slight shrinkage. If you install our product in an extremely humid area or in a building without air-conditioning you can expect the cabinet components to change dimensionally. This change is usually more in width than height. The cabinets are designed to accommodate some of this dimensional change and most cabinets feature hinges with significant adjustability. Please note that if you leave your cabinets in direct sunlight that overtime the color can fade, this is not a manufactures defect and thus would not be covered under our warranty.

Warped Doors

There are three reasons why cabinet doors may warp or appear warped.

1. Doors may warp a small amount soon after installation because cabinets are taken from a controlled factory environment and placed in a different environment. Warped doors will generally straighten out after a new home goes through a complete heating and cooling season. The manufacturer requires that doors go through a complete heating and cooling season before replacements are considered. NOTE: A hinge adjustment will improve the fit of the door as the cabinet progresses through a heating and cooling season.
2. Improperly installed cabinets can cause doors to appear warped. The manufacturer requires that doors be tested for warp before replacements are considered. See step four.
3. Improperly adjusted hinges can cause doors to appear warped. A hinge adjustment will improve the fit of the door. The manufacturer requires the doors be tested for warp before replacements are considered. See step four.
4. The best time to test a door is after a complete heating and cooling season. To test a door, lay the door on a flat surface and measure, to the nearest sixteenth of an inch, the gap between the surface and the door.

Door Height

Warped is indicated when:

12" or less - gap is greater than 1/16"

13" to 24" - gap is greater than 1/8"

25" to 41" - gap is greater than 3/16"

Wood & Finish Characteristics

Graining differences, as well as normal color change can be expected. Different wood species in all finishes exhibit color change when exposed to different types of light. Plywood, veneer, and MDF panels and accessories will stain differently than hardwoods and will vary in color, graining, sheen and tone depths. All wood species will exhibit other characteristics, including: knots, pinholes, sap runs and darkening with age. Here are the characteristics specific to individual wood species and finishes:

Maple

Maple is a close-grained hardwood that is predominately white to creamy white in color, with occasional reddish brown tones. Maple typically features uniform graining as compared to other wood species. Characteristic markings may include fine brown lines, wavy or curly graining, bird's eye dots and mineral streaks. The natural characteristics described below are normal and should not be considered defects:

- Creamy white to light blonde tones to dark reddish brown tones
- Mineral streaks that are a natural characteristic and will appear darker with stain
- Wavy, curly bird's-eye or burl graining as well as worm tracking across the grain that will darken when stained
- Variations within a single door or among adjacent cabinets in a lighter stain can be expected to yellow over time

Straight Grain Oak

Its elegant, straight grained appearance sets it apart from the more common "cathedral grain" properties of plain sawn red oak. With inherent enhanced stability, straight grain red oak is a more desirable, higher value alternative to plain sawn for any red oak application. Contrary to plain sawn oak, straight grain oak is cut for figure. Straight grain oak still shows patterns of all cuts of oak such as plain, quarter and rift sawn, especially in moldings and component pieces. The natural characteristics described below are normal and should not be considered defects:

- Oak colors range from light tans to deep reddish browns
- Streaks of yellow or black mineral deposits
- Rays, checks and flecks are non-uniform and become visible.
- Noticeable differences in color between open and close-grained areas
- Variations within a single door and among adjacent cabinets

Cherry

Cherry is characterized by its red undertones, but may vary in color from white to a deep, rich brown. A close-grained wood with fairly uniform texture, cherry wood reveals pin knots and curly graining. All types of wood will mature with time, and it is especially true for cherry wood, of which the finish will slowly mature or mellow to a rich, darker tone. Those who choose this highly sought-after quality in cherry cabinetry should expect to witness this evolution. The natural characteristics described below are normal and should not be considered defects:

- Small sap pockets, pin knots and streaks
- Color ranges from pale yellow sapwood to deep reddish brown heartwood, with occasional shades of white, green, pink or even grey
- Staining reveals subtle variations and colors that typically darken over time
- Variations within a single door and among adjacent cabinets

Birch

Birch is a medium-density hardwood with a distinct, moderate grain pattern that ranges from straight to curly or wavy. The predominant sapwood color is white to creamy yellow, while the heartwood varies in color from medium or dark brown to reddish brown. The natural characteristics described below are normal and should not be considered defects:

- Creamy yellow to reddish brown tones
- Mineral streaks that are a natural characteristic and will appear darker with stain
- Wavy, curly bird's eye or burl graining resulting in color variation within the same door

Painted Finishes

Painted woods offer a classic look for your cabinetry. Paint will develop hairline cracks in the finish, most notable around the joints - especially miter joints. This is a result of natural expansion and contraction of the wood. With that, MDF center panels are commonly used with painted door styles to help with the stability of the door. Painted doors require more maintenance for chips, marks, residue from normal kitchen use, and hand/finger prints. Paint may have a slight difference in tones between doors, drawer fronts, face frames and moldings.

Glazed Finishes

Glazing is most apparent in contours where "hang-up" would occur (areas where the Glaze `gathers` and is more visible). Glaze adds depth, dimension and an understated sheen. Glazing results in each piece being unique and individualized. When choosing glazing please understand that each cabinetry component will have a finish appearance that is slightly different from the next. Glazing over lighter stains will result in more noticeable variation than over darker base stain colors. Painted doors that are glazed also commonly use dimensionally stable MDF in lieu of solid wood for center panels to add stability against seasonal thermal dimensional changes. Glazing marks may appear outside of the general `hang up` area. Additional maintenance may be required for painted doors against chips, marks, hand/finger prints, and residue from normal kitchen use.

