



Timberland Cabinetry Co.

Building Quality, One Kitchen at a Time

Finish Disclaimer

Customer satisfaction is Timberland's primary goal. We employ a seven-step finishing process for our standard finishes and frequently employ even more complex finishing processes to provide an artful finish to make your home a distinctive presentation of your taste. We use only the finest finishes supplied by the world leading manufacturers of fine paints and stains. We use only natural hardwood and engineered natural wood materials in our cabinets depending on the application and style so that you may enjoy your cabinets for many years, and even decades to come. However, it is important for you to understand the features of natural wood products and their finishes in the normal environment to which they are subjected so that you may properly care for and appreciate natural wood cabinetry and the variances that are part of the art of cabinetry finishing to bring out and enhance the natural beauty of fine hardwoods.

Glazed or Distressed Finishes

Timberland's distressed finishes are crafted to mimic the wear and aging of actual furniture antiques by highlighting the effects of random wear and use. In the process of distressing and glazing a conscious effort is made to maintain uniform appearance. However, it is important to understand that no single piece can be exactly duplicated by this inherently craft process of distressing. There will be slight variations between pieces which is inherent in the process and part of the beauty of the art of distressing. Glazed finishes will have some variation in glazing residue as a natural part of the process and hand rubbing produces the effect that mimic's wear and aging. The overall look of your completed cabinetry may vary slightly from that of a single door sample, which is intended in the process. Glazed and distressed finishes derive their beauty from the overall look of the cabinetry from a distance within the room. The result is a beautiful handcrafted effect and a one-of-a-kind appearance.

Light Finishes and Natural Wood Variance

General and basic characteristics within a wood species are constant; however, there are many variables in growth and appearance resulting from the local soil and climate conditions that occur naturally. Hence, the wider the growth range, the greater the variance in many of the natural characteristics of harvested timber. As a result, these natural variations can appear throughout your cabinetry, even within the same panel. Mineral streaks can appear as streaks of black, green, red or white. Grain patterns can vary from a light grain to an irregular or "curly" grain. These variations are very attractive, occur naturally, and are considered a desired effect. It is important to understand the wood used to create your completed cabinetry may project a different appearance from that of a small sample or a different set of cabinets. This is part of what makes your choice in cabinets truly a unique and natural product, especially when you choose a stained finish that prominently exhibits the natural grain of the wood.



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Painted Finishes

The Timberland Cabinetry factories, unlike most homes, maintain a humidification system to control the raw timber's moisture content to very narrow limits that are not possible to maintain in any natural setting. This is done to produce as consistent wood strength, size and finishing characteristics as is possible when working with a natural product like hardwood. When in your home the cabinetry can be exposed to humidity levels that may be high or low compared to the tight range in our manufacturing process and usually through the changing seasons your home will transit between humidity extremes. The passing through humidity extremes causes the wood in your cabinets to expand and contract. Especially with painted finishes you may begin with a situation where the paint completely covers the joint where two pieces of wood come together. Given time however, and the inevitable expansion of the wood in varying temperatures and humidity levels, what appears as a crack in the surface of the paint becomes visible at the joint of two pieces of wood. This phenomenon is actually the cracking of the layer of paint and not of the wood and is a normal condition that is unavoidable with a natural product such as hardwood exposed to variations in temperature and humidity at the joints between pieces. This is in no way a defect and will not affect the strength or stability of your cabinets. Your cabinets use mortise and tenon or doweling in combination with high strength adhesive at the major joints and as such will remain secure over a long period of time. We want you to know of this condition so that you are not surprised or concerned by the condition. These conditions are being explained in detail so that you understand clearly that Timberland Cabinetry cannot be responsible for the normal behavior of natural wood in changing humidity and temperature and that the formation of a witness line on the joints of a cabinet visible in the paint are not a defect but a natural result of the use of hardwood in concert with humidity and temperature variation. These variances are not covered by the Timberland Cabinetry Warranty. Should the customer decide that any cabinetry components need to be replaced that exhibit this witness line phenomenon, it will be at the customer's expense.

Terms of Sale and Credit Procedures

By signing, customer agrees that he/she is authorized to sign on behalf of the person or company listed in the "Bill To" section of the Timberland Sales Order Form. The customer agrees to and understands all terms of this receipt. Terms of sale require full payment prior to shipment and the customer understands that the quoted terms of sale are ex-factory at Timberland's address. Customer agrees that all sales are final and that no refunds, exchanges or credits will be issued. Timberland's warranty is for a period of twelve months from date of shipment and is for defects in workmanship or material which will be repaired or replaced at Timberland's sole determination. Selections as listed and agreed to on the sales order are final. Changes to an order once it has been placed will result in additional charges. There will be no refunds or exchanges. Repair or replacement will be done only for defects in workmanship or materials and not for any freight damage, handling damage, damage during installation, incorrect installation or for normal conditions of the cabinetry in varying heat or humidity conditions. Visual



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defects, if any, are determined from not less than three feet at normal eyesight visibility and not at any distance closer than 3 feet or at any degree of magnification. If there is damage from shipment the customer has the obligation to inspect the goods within a 24-hour period of receipt and to report the occurrence of damage to Timberland with appropriate photographic evidence within 48 hours of receipt if damage is not visible on receipt. If damage is visible on receipt customer is required to notify the freight driver and note the incidence of damage on the packing list on the driver's copy and on the customers copy. Failure to report the incidence of damage on receipt, or if not visible on receipt, within 48 hours of receipt, may result in nullification of customer's right to warranty claims and is necessary to recover freight claims. Failure to report damage within 48 hours of receipt whether visible on receipt or not may result in customer being responsible for the cost of repair or replacement of the damaged goods. Acceptance of and use of goods constitutes agreement to these terms.

Acceptance

Client

Date