

# Policies, Terms and Conditions

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**Welcome! If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern Cabinets4u's relationship with you in relation to this website.**

**The term "Cabinets4u" refers to the owner of the website whose registered office is in Canton, NY. The term "You" refers to the user or viewer of our website.**

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- Your use of this website and any dispute arising out of such use of the website is subject to the laws of the United States.

## **Limited Lifetime Warranty**

- Cabinets4u warrants the original purchasing consumer that all cabinets are free from defects in material or workmanship.
- This warranty covers the original purchaser for as long as the original purchaser owns the home the cabinets were originally installed in.

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- The warranty covers replacements parts for defective products only. It does not cover any type of labor costs. Replacement parts are subject to availability and due to product changes over time it is possible that the replacements could vary from the parts originally supplied. Every effort possible will be made to make sure that the best option for replacement is made available.
- The warranty is non-transferrable.
- The warranty does not cover damage resulting from the following:
  - Normal wear and tear
  - Alteration or modification
  - Improper assembly or installation
  - Extreme temperature changes
  - Fire, water or other catastrophe
  - Acts of God
  - Improper maintenance
  - Use of harsh or abrasive chemicals
  - Abnormal humidity
  - Abnormal dry conditions
  - Abnormal exposure to sunlight

EXCEPT TO THE EXTENT PROVIDED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE SHORTER OF THE PERIOD PROVIDED BY LAW OR THE PERIOD OF THIS WARRANTY, AND UNDER NO CIRCUMSTANCES SHALL CABINETS4U BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES SUSTAINED IN CONNECTION WITH THE PRODUCT. THE EXPRESS WARRANTY ABOVE CONSTITUTES THE ENTIRE WARRANTY AND IS IN LIEU OF ALL OTHERS EXPRESSED OR IMPLIED.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitation on how long an implied warranty lasts, therefore, the above limitations or exclusions may not apply to you.

The above listed warranty is applicable to all Cabinets4u cabinet orders placed after 9/1/2008.

### **Return Policy**

If you are unsatisfied with the product in any way we do accept returns under the following guidelines:

- All returns will need to be authorized by Cabinets4u prior to return shipment. For authorization please send an email request to <mailto:info@cabinets4uonline.net>
- Returns must be received by Cabinets4u within 45 days from date of purchase.
- All items returned in original, unopened packaging will incur an 18% restocking fee upon return receipt.

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- All items returned in original, opened packaging will incur a 25% restocking fee upon return receipt.
- The customer is responsible for setting up all return shipments.
- Any returned product, which is deemed un-sellable, would not receive credit.
- When the returned item(s) are received, the value of the returned items minus applicable restocking fees and shipping fees will be credited back as soon as our Returns Department has completed processing (usually within 2 weeks). If the original shipment received free shipping the credit will be issued minus the actual shipping charges paid by Cabinets4u.
- Cabinets4u will not process any returns if the product returned is missing or incomplete from the original shipment.

### **Mistake with Order**

If there is a mistake with your order please send an email to [info@cabinets4uonline.net](mailto:info@cabinets4uonline.net) that includes your order number, buyer's name, shipping address and a brief description of the mistake. We will respond with a confirmation email and we will proceed to remedy the error as soon as possible.

### **Damage to Order**

If there is any damage upon delivery notify the delivery driver of the damage and request that he/she makes a note of the damage on the bill of lading. All damaged items will need to be accepted by the customer. Please do not reject any items.

A damage claim with Cabinets4u will need to be filed before replacements will be shipped. To file a damage claim please send an email to [info@cabinets4uonline.net](mailto:info@cabinets4uonline.net) that includes your order number, buyer's name, shipping address and a brief description of damage, This description must include the item numbers and the parts needing replaced. It is highly recommended to send images of the damage along with the email to better ensure the correct replacement parts are shipped. Upon receipt of the damage claim email we will send a confirmation email and then proceed to ship replacements/parts as soon as possible.

For distributors and other stocking customers, missing parts claims must be made from one (1) month of product receipt by end user.

Proof of purchase from Distributor or customer to end user required.

Notes: This policy does not cover freight damages or shortages due to shipping of product. Customer must receive product in accordance with Cabinets4u shipping and receiving policy, and may be required to submit information verifying the claim. These policies are set by our freight carriers, so failure to comply will result in loss of compensation for the customer.

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## Shipping Information

### Large cabinet orders

Full Cabinet orders or single pieces larger than 48": The cabinets are packaged unassembled in individual boxes and placed onto a shrink wrapped pallet. The cabinets will be shipped via common carrier (Yellow/Roadway, R&L, USF, etc.) using the most efficient provider based both on estimated time and price. The cabinets can be shipped to businesses with or without a loading dock, residences, and construction sites. A person will need to be on site to inspect and sign for the shipment. A lift-gate is included on all residential deliveries and available for commercial deliveries if needed. The driver is only responsible for placing the pallet onto the ground on residential deliveries or commercial deliveries without a dock or forklift. All destinations must be tractor trailer accessible. Shipping and handling charges cover one delivery attempt to customer. In the event that due to customer availability or other customer circumstance, an order is not deliverable, the customer will be responsible for additional shipping and handling. If there are any problems concerning the delivery please contact us as soon as possible. All shipments should be thoroughly inspected for damage by the buyer or the buyer's designated recipient before the shipment is accepted. The buyer is responsible for all damage that occurs following receipt of the shipment.

### Product Receiving Instructions

1. Please inspect the shipment immediately upon receipt.
2. Please sign for piece count as well as pallet count.
3. The freight carrier has acknowledged the receipt of this shipment from our facilities in good condition. By your acceptance of the shipment from the carrier on the bill of lading, you acknowledge that the product has been delivered in good condition. Cabinets4u cannot be responsible for loss or damage if you give the carrier a clean and clear receipt.
4. If any shortages or damages are discovered upon delivery, make a notation for damage and/or shortage on the bill of lading with a representative from the carrier present before accepting the order.

### Freight Claims Instructions

Unconcealed damage and/or shortage: Claims can be made only when it is indicated on the Bill of Lading at the time of delivery. The claim must then be reported by email to Cabinets4u by sending info regarding the pieces damaged and pictures showing the damage. No claims will be allowed without the proper paperwork signed by the Customer and the Transportation Company.

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Concealed Damage: Claims must be made within 72 HOURS OF PRODUCT DELIVERY. Claims must then be made by email to Cabinets4u by sending info regarding the pieces damaged and pictures showing the damage.

### **Small cabinet orders**

The cabinets will be packaged unassembled in individual boxes shipped via UPS. The cabinets can be shipped to businesses with or without a loading dock, residences, and construction sites. If there are any problems concerning the delivery please contact us as soon as possible. All shipments should be thoroughly inspected for damage by the buyer or the buyer's designated recipient. The buyer is responsible for all damage that occurs following receipt of the shipment.

### **Non-Cabinet orders**

All orders not containing cabinets will be shipped via UPS to the shipping address noted on the order. If there are any problems concerning the delivery please contact us as soon as possible. All shipments should be thoroughly inspected for damage by the buyer or the buyer's designated recipient. The buyer is responsible for all damage that occurs following receipt of the shipment.

### **Questions?**

Please let us know if you have any questions, concerns or comments.

You can contact us at [info@cabinets4uonline.net](mailto:info@cabinets4uonline.net)