

# WARRANTY

Because we use real wood in our products, there are certain characteristics and qualities with which you may not be familiar. Because your satisfaction is our number one priority, we want to make sure you are fully aware of the important information listed below regarding our cabinetry and the applied finish.

## Expansion & Contraction

Because half of the weight of freshly cut wood is water, these natural properties are such that they can react to climate or humidity changes in your home. Sandi Cabinet doors and face frames are manufactured from solid wood that has been carefully kiln-dried, retaining just enough moisture for proper construction and finishing. The center panels of the Sandi Cabinet doors are either wood or medium density fibreboard. As a product of nature, solid hardwoods continue to react to their surroundings long after the manufacturing process has been completed. When wood cabinet doors are in a warm, moist environment (high humidity), the wood expands. In a dry, colder environment (low humidity), the wood will contract. Even with humidity regulation, this phenomenon can be controlled, but it can never be completely eliminated.

Door panels are prone to minor expansion and contraction as seasonal temperature and humidity changes occur in a home. The contraction (shrinkage) of the center door panel during low humidity periods may result in the appearance of an unfinished line along the edge of the center panel. Sandi Cabinet does not consider the appearance of an unfinished line as a defect and will not replace doors due to this situation. It is recommended that a humidity control system is incorporated in a home to reduce the possibility of expansion and contraction in wood products. Touch-up markers are made available to cover this edge line. Oftentimes, touch-up for this issue may only be necessary within the first year.

**Sandi Cabinet is not responsible for any of these conditions and variations.**

## Finishes

Over time, wood species in all finishes will exhibit color changes when exposed to different types of light and environment. Such color changes are to be expected and are not defects. Due to the natural variation and aging process of wood, minor differences may be observed in color match when replacing doors or adding cabinets at a later date. It is a characteristic of stained and painted wood finishes to age over time when exposed to smoke, sunlight, or general household cleaning chemicals.

Graining differences, mineral streaks, and wood color variations are expected in wood cabinetry and are not classified as defects. A newly installed kitchen could have these minor color variations.

Sandi Cabinet offers several types of painted finishes on cabinetry. Painted finishes are exceedingly different from the standard stained finish. Since normal movement is typical in wood products, certain climatic conditions can cause finish breaks, recesses, and joint/panel lines. Joint separation can be more visible on mitered doors. Consequently, in places and environments of extremely high or extremely low humidity, painted finishes are not recommended. Joint lines and variations are common attributes of painted finishes and will not be considered sufficient reasons for product replacement.

Some of our products have glaze finishes. Since glaze detailing is hand applied then hand wiped off, glaze may "hang up" or remain in any corners of the door or drawer profile. Because the glaze is a hand applied procedure, detailing can differ from piece to piece.

**NOTE:** *Independent testing has shown that discoloration will develop on doors, drawers, and cabinet parts after continued exposure to tobacco smoke. This is remarkably apparent on white and lighter finishes. We do not warrant discoloration in our products due to exposure to smoke.*

## Joint Lines

Expansion and contraction in doors and face frames can cause visible lines at the joints. The finish will still protect the surface, and the structural integrity of the joint will not be affected. An open joint line is not considered a defect.

# WARRANTY

## I. Description of Warranty

This warranty applies only to the original purchaser and is not transferrable. From the time of purchase, Sandi Cabinet offers an **Industrial Standard 2-Years Warranty** on all of its cabinetry. In addition to cabinetry, all drawers, shelves, roll out trays, and mechanical components are covered under the warranty as well. In the event that any Sandi Cabinet product fails during the course of normal use, Sandi Cabinet, at its discretion, will either repair or replace the defective product.

Whether the work was performed by a contractor, Sandi Cabinet authorized dealer, or you; any expenses involved in the shipping, removal, installation, or consequent damage of the defective product is not covered under this warranty. This warranty does not apply to products installed in mobile homes or recreational vehicles.

## II. Intended Use of Product

To be covered by this warranty, the product must be used only for its intended purpose(s). Cabinets that have been improperly stored, installed, misused, modified, mishandled, and/or subject to excessive moisture or extreme temperature and humidity levels are not covered under this warranty. In addition, any damage caused by smoking and/or environmental/chemical effects are also not covered under this warranty.

## III. Anticipated Variance in Product

The Sandi Cabinet warranty only applies to product defects and does not apply to properties of natural wood that are inherent in natural wood species. Any time you have a natural wood product, occurrences such as pinholes, knots, and variances in color or grain are normal and are not covered under this warranty.

Because half of the weight of freshly cut wood is water, its natural properties are such that they can react to climate and/or humidity changes in your home. Sandi Cabinet doors and face frames are manufactured from solid wood that has been carefully kiln-dried, retaining just enough moisture for proper construction and finishing. These hardwoods continue to react to their surroundings long after the manufacturing process has been completed. When wood cabinet doors are in a warm, moist environment (high humidity), the wood expands. In a dry, colder environment (low humidity), the wood will contract. Even with humidity regulation, this phenomenon can be controlled, but it can never be completely eliminated.

Door panels may also be prone to this minor expansion and contraction as seasonal temperature and humidity changes occur in your home. The contraction (shrinkage) of the center door panel during periods of low humidity may result in the appearance of an unfinished line along the edge of the center panel. Sandi Cabinet does not consider the appearance of this line as a defect and will not replace doors due to this situation. Touch-up markers are made available to cover this edge line. The installation of a humidity control system is recommended to reduce the possibility of expansion and contraction in wood products.

All Sandi Cabinet doors are manufactured in moisture-controlled environments under precise specifications. Although slight door warpage can be common in one or two doors within a newly installed kitchen, any door that has not been through a complete heating and cooling cycle has the possibility of warping. Slight warpage can be eliminated through hinge adjustments. Any warping that continues to occur should be further examined by removing the door from the cabinet and placing it on a flat surface. Hinge spacers are available through your authorized Sandi Cabinet dealer in cases where the

warping cannot be eliminated through hinge adjustments. If warping cannot be eliminated through hinge adjustments or the use of hinge spacers, and if the doors have been through a complete heating and cooling cycle, and if all of the cabinets are true and plumb; then Sandi Cabinet will consider replacement. As mentioned above, normal movement in wood products is typical. In addition to issues listed above, climate conditions can cause finish breaks, recesses, and joint/panel lines. An open joint line is not considered a defect and is not covered under this warranty.

Cabinet has been subject to improper temperature, moisture and/or humidity extremes is not covered under this warranty.  
(Temperature outside the range of 50-85F and humidity outside the range of 30-55% are considered extreme)

#### **IV. Product Repair or Replacement**

Throughout the duration of the warranty period, Sandi Cabinet's sole obligation is to repair or replace any defective product at no charge. This warranty only applies to cabinets and affiliated products sold by Sandi Cabinet offered through an authorized Sandi Cabinet dealer. In the event that a claim is filed after the original product has been discontinued or cancelled, Sandi Cabinet will honor the warranty, at its discretion, subject to the availability of the product, by either:

- Repairing or replacing the defective product with a new product of the same style
- OR**
- Repairing or replacing the defective product with a product of equal value and complementary style in order to maintain the appearance of the original cabinetry purchase.

***An exact match between the finish of the original purchased product and the replacement or repaired product is not guaranteed.***

#### **V. Rights of Consumer**

There are no other warranties, disclosed or indicated, associated with this product. This document serves as a description of the consumer's definitive legal rights within the transaction and is the exclusive warranty of Sandi Cabinet. The exclusion or partial limitation of contingent or substantial damages is not permissible in some states. The consumer may also have further rights from state-to-state which are not cited in this warranty.

#### **VI. Submission of a Claim**

All claims must be submitted to the authorized Sandi Cabinet dealer where the cabinets were originally purchased. Claims are to be submitted in writing. Every claim must include a dated copy of the original sales receipt as proof of purchase. Unless and until the product is specifically requested by the Sandi Cabinet Claims Department, please do not send the defective item(s).