



5 Year Limited Warranty

RS Cabinet Doors warrants that all of our products will be free of manufacturing defects for a period of five years from the shipment date. Such defects would include: delamination, joint failure, warping beyond tolerance, and cracks. Doors are guaranteed to be made to proper wood species, style and size without excessive glue marks, excessive color variation, chipping and chatter marks, being square and sanded for final finishing as per RS Door Specifications.

- Due to environmental changes and the inherent nature of wood, RS Cabinet Doors allows for some expansion, contraction and movement of our solid wood components. This may cause a line to appear where panels have shrunk inside the frame in very dry conditions and therefore this is not a defect. **There will be no guarantee for warping, cracking or shrinking due to improper humidity levels. Humidity levels need to be kept consistent and at a minimum of 40% RH before and after finishing.** Exposed wood should be finish coated as soon as possible after receipt to control moisture gain and movement, which can cause warping and other problems. There is no warranty on warping or cracking of butcher blocks or slab doors.
- Characteristics found in wood such as grain patterns, burls, pin knots, mineral streaks, gum pockets and all other naturally occurring individualities are not considered defects if they fall within the RS Door Specifications. The rustic line of doors will **not** be warranted for being “too rustic” or “not rustic enough”. Doors greater than 24” in width or 50” in height without a center rail will carry no warranty.
- Color inconsistencies due to natural wood properties such as sapwood and grain patterns are not wood defects. We do sand at the factory before shipment, however additional sanding may be required by the customer. Wood grain variations are not considered a defect in the wood, and are not covered under any warranty.
- Our warranties apply only in the case of normal use. Warranty does not cover any defects or damages caused by abnormal wear and tear, misuse, abuse, negligence, accident, improper storage, imperfect or flawed finishing or improper installation by our customer. Warranty covers replacement of our product and freight from our plant only.
- RS Cabinet Doors does not assume responsibility for any undertaking, representation, or warranty made by any retailer seller, its agents, salesman, representative, employees, or any other persons. This warranty represents the entire warranty of RS Cabinet Doors and may not be altered verbally. Please note that this warranty policy is subject to change at any time.

Ordering: Our preferred method of receiving an order is by fax, email or standard mail. Phone orders will be accepted, but will not carry a warranty for discrepancies unless the order is confirmed and signed by the customer. We do provide order forms; they can be downloaded off our website, or can be asked for by contacting our front office staff. Orders must be confirmed by signature to be put into production. All items are custom made to customer's specifications; therefore, cancellations or changes to confirmed orders in process are subject to a charge once they have entered the plant, to be determined at the time of the request.

Shipping: Shipping is included in the cost for orders totaling \$1500 or more (this applies to Prairie Provinces only) via the courier of our choice. For orders that do not meet these minimum requirements, freight charges will be paid for by us, and charged back to the customer. Should the customer request a specific courier or transport company, it will be at their own expense. In town orders of \$500 or more will be delivered free of charge. In town orders of less than \$500 have a \$25.00 delivery fee. Delivery arrangements are to be made by calling the front desk. Doors that are not picked up by a customer a week after they have been called are void of warranty for cracking and warping.

Warranty Process: Upon receiving your shipment, please be sure to inspect for damage. Any product received damaged should be noted on the delivery slip and signed by the driver. A copy should then be faxed to us at **306-934-5952** and a claim must be submitted immediately by the customer to the courier. The customer is responsible for checking their delivered order immediately for any shortages or discrepancies and is responsible for contacting RS Cabinet Doors within **3 business days** to report these discrepancies.

- Out of town customers, please take a picture and email it to info@rsdoors.ca. In town customers please return the doors to the front desk along with the warranty slip. Confirmation numbers, size of the door, and description of the problem are necessary for proper handling of your warranty.
- Our Warranty is applicable only if customer account is maintained within the RS Cabinet Doors credit terms. Total invoice amounts are to be paid, and there will be no charge should your door be approved for warranty. Should your door not qualify for warranty, another invoice will be issued for the remake.