

MADE4U

Terms & Conditions

Order Processing & Payment:

- Once the order is in process, no changes can be made. Additional items can be processed as a new order.
- Cancellations made after an order is placed are subject to a 25% restocking/processing fee.

Shipping

- All freight orders are packaged in individual boxes, placed on a pallet, shrink-wrapped, and strapped.
- You will receive a tracking number by email the day after the order has shipped.
- All destinations must be tractor/trailer accessible.
- For Residential Deliveries and appointments, the freight company will contact you 24 hours in advance to schedule the delivery (usually a 3-4-hour window).
- Shipping charges cover one delivery attempt. The customer is responsible for any additional shipping and handling charges for delivery failure due to customer circumstances.

Returns

- No return and replacement will be accepted after 14 days of pick-up or delivery date.
- Claim for concealed damage must be reported along with pictures within 72 hours upon receiving time.
- Cancellations and returns are subject to the restocking fee.

***ABSOLUTELY NO RETURNS ON ALL ASSEMBLED/INSTALLED AND SPECIAL ORDERS CABINETS**

Warranty

Limited Lifetime Warranty

MADE4U Silver

Mad4Cabinetry warrants to the original consumer purchaser that our Made4U Silver Cabinetry will be free from unnatural defects in material and workmanship under normal use and proper care for the period of FIVE (5) YEARS from the date of original purchase. This Limited Warranty applies only to the Original Purchaser and is not transferable to any other party.

WARRANTY COVERAGE

Limited 5-Year Warranty on Cabinets to the original purchasing consumer from the date of original purchase that the cabinets will be free from defects in material and workmanship under normal use and proper care. Limited Lifetime Warranty on Drawer Slides and Hinges to the original purchasing consumer as long as they own the product. We warrant that the drawer slides and hinges shall be free from defects in material and workmanship under normal use.

WARRANTY LIMITATIONS AND EXCLUSIONS

This warranty does not apply to any damage that has occurred due to normal wear, accident, misuse, or improper handling of the cabinetry. Cabinetry that is stored or placed in excessive moisture or extreme temperatures will not be covered under this warranty. This warranty does not apply to cabinetry that has been altered, modified, or improperly installed to industry standards. Made4U Silver is constructed from solid wood and wood veneers on plywood. Wood characteristics that naturally occur, such as variations in color, grain, mineral streaks, and knots are not considered material defects. Color variations and color softening in cabinets are a natural occurrence due to the species, age, and character of cabinets as well as exposure to UV light, sunlight, smoke, household cleaners, and other environmental conditions. For these reasons, replacement cabinets and/or accessories may not match

the existing cabinets and such variations are not deemed a material defect under this warranty.

WARRANTY PERFORMANCE

In the event a manufacturing defect occurs within the limited liability warranty period and coverage, Mad4Cabinetry will replace the damaged component with a comparable component that is either equal to or greater in value than the original component at no charge. This warranty is limited to the replacement of defective components only and does not include service, labor, or transportation charges related to the removal or installation of defective or replacement components. This warranty does not apply to any products used in conjunction with the cabinetry, such as countertops, appliances, or plumbing fixtures. Mad4Cabinetry will ship the replacement cabinet, component, or part thereof to the original consumer purchaser via ground shipper or freight carrier, at Mad4Cabinetry's sole discretion. Such replacement is contingent upon the current product offerings with the Made4u Silver line at the time of warranty claim. If the affected product is no longer available, Mad4Cabinetry reserves the right to replace the affected component with a new component of the same style and/or uniform appearance. Mad4Cabinetry makes no guarantee that replacement cabinets or parts thereof will exactly match the finish or appearance of the remaining components. The replaced product shall be warrantied for a period equal to the remainder of the original Limited Warranty on the original product or for NINETY (90) days, whichever is longer.

CLAIMS

All claims must be submitted in writing and specify the defects presenting the cabinets and accessories. To initiate a claim for defective cabinets and/or accessories contact us.

MADE4U PLATINUM

COVERAGE

Mad4Cabinetry warrants that all of its products will be free from defects in workmanship and material for a period of five years from the date of shipment from our facility.

This limited warranty applies only to the use of our Products in normal residential use. Defects are defined as any imperfection that may prohibit the use of the cabinet in normal residential applications or which otherwise does not measure up to our quality standards. This warranty applies to the original owner and cannot be transferred to subsequent owners.

DISCLAIMERS

Defects do not include items beyond our reasonable control, including but not limited to the following:

- *Wood and Color Variations.* Natural variations in the color, textures, and grain of the wood used to manufacture our cabinets or changes in the color of the wood caused by the natural aging process of the wood material are not considered defects.

- *Wood Doors.* Changes to wooden doors caused by changes in humidity, temperature, and other local atmospheric conditions are not considered defects. Door warpage of up to 1/4" shall not be considered a defect.
- *Painted Finishes.* Changes (such as finish stress lines) caused by the use of diffuse-porous woods (such as birch) or by changes in humidity, temperature, and other local atmospheric conditions are not considered defects.
- *Glazed Finishes.* Glazed finishes are by nature uneven, and some edges and profiles will be larger than others. Glazed finishes may vary from item to item, resulting in variations in color, texture, and finish. These types of variations are not considered defects.

Defects or damage caused by improper assembly or disassembly, intentional damage, misuse, product modifications, exposure to the elements, accident, or negligence on the part of persons other than Mad4Cabinetry is not covered by this limited warranty.

Mad4Cabinetry reserves the right to discontinue or modify any of its products without notice and shall not be liable for providing warranty replacements in the event of such discontinuance. If Mad4Cabinetry replaces any product under this warranty, it may substitute parts of products designated by Mad4Cabinetry to be of comparable quality or price in the event the parts or products initially purchased have been discontinued.

Mad4Cabinetry obligation under this limited warranty is expressly limited to the replacement of the affected cabinets or component parts, at our discretion. This limited warranty does not cover the cost of assembly, installation, removal, subsequent damage, or transportation of the defective Products regardless of whether the work was performed by customers or by a contractor, service company or consumer. Without limiting the foregoing, labor charges for removal or installation of warranted materials, as well as incidental and consequential damages, are excluded

CLAIMS POLICY

All product must be inspected upon receipt for damage. ***Claims for damages not related to manufacturing defects must be submitted within 7 business days of receipt of product.*** Claims submitted after 7 business days that are not found to be manufacturing-related, may be denied. Freight claims for noticeable damage or shortages must be notated on the bill of lading at the time of delivery. To submit a claim, all documentation including

pictures of the damage, proof of purchase and/or order numbers must be provided.

Please email all documents to support@mad4cabinetry.com

Product may be returned to Mad4Cabinetry with a 20% restocking fee if the following criteria is met:

- The product is not assembled (flat pack only)
- The return is initiated within 60 days of receipt of the product
- The product is not damaged and is in its original packaging
- The product has not been discontinued

CANCELLATIONS

Changes or cancellations must be made within 2 hours of approving an order. Once an order has been processed, the order is final. Changes after this timeframe may be subject to a \$100 change fee. Cancellations requested after the order has been processed are subject to a 20% restocking fee.

- All changes or cancellations requested must be made in writing
- If additional charges are required, a second deposit will be processed

