

Sintra Series Cabinetry

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 shipped are subject to a 25% restocking/processing fee.

Shipping

- There is a 2-5 business-day standard transit time with LTL carriers. Please account for at least one extra day for residential and scheduled delivery appointments.
- 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 to 4-hour window).
- Shipping charges cover one delivery attempt. The customer is responsible for any additional shipping and handling charges from delivery failure due to customer circumstances.

Delivery Policies

- The driver is only responsible for placing the pallet on the ground for deliveries that have lift gate services selected.
- A responsible party must be present to inspect, inventory, and sign off on the delivery.
- You **MUST** notate if the number of pallets delivered does not match the number listed on the driver's BOL copy.
- Careful inspection of packaging conditions is vital to filing freight claims. Even if you are not sure if the contents inside contain damages due to

the exterior's condition, you MUST indicate it on the BOL to be able to claim concealed damages in the future.

- Do NOT reject damaged items.

Missing or Damaged Items (Including Concealed Damage):

- Freight claims for obvious damage or shortage can only be accepted when indicated on the bill of lading.
- Freight damage claims must be filed within five business days. No claims will be allowed without the proper paperwork.
- To file a claim for damage or a shortage, please contact a Mad4Cabinetry customer representative.
- All damages must be documented and reported upon opening the boxes.
- **The following must be included to process the claim:**
 - Project name
 - Shipping address for replacements
 - Brief description of damage or shortage, including SKU/item numbers and parts
 - Pictures of the damage are required
 - Upon receipt of the damage claim, we will review the request within 48 business hours
- All damages must be documented and reported upon opening the boxes.
- Missing and damaged items must be reported within two weeks from delivery.
- Items that have been assembled and installed cannot be claimed as damaged.
- Mad4Cabinetry/Sintra Series cannot be held responsible for any labor costs accrued during the installation of any of its sold products, including but not limited to items that may be flawed or have become damaged in transit.

Returns & Replacements:

- Sintra Series must authorize all returns prior to return shipment.
- For authorization, please send an email request to support@mad4cabinetry.com.
- Sintra Series must receive returns within 15 days of purchase.

- All items must be returned in original, unopened packaging. Therefore, **NO RETURNS ON ASSEMBLED CABINETS.**
- There are no returns on trims, moldings, fillers, panels, or sales tools.
- **QUALIFYING** returns will incur a **25% RESTOCKING FEE.**
- The customer is responsible for setting up and covering all return shipments.
- Any returned product **DEEMED UNSELLABLE WILL NOT RECEIVE CREDIT.**

Frequently Asked Questions

Do any of the cabinets contain any particleboard?

Our cabinet boxes are constructed using solid Birch hardwoods and furniture-grade plywood and do not contain any particleboard. Our plywood is also CARB2 compliant with standard US restrictions on formaldehyde emissions. Painted doors will utilize high-quality HDF to extend the life and reduce the cracking that generally happens with hardwood joints over time.

Are the doors solid wood?

All stained finished doors, drawer fronts, and frames are constructed from 3/4" solid Birch hardwood. The style that features a solid wood center panel is Ellington Chesnut. Our painted styles feature an all HDF door: Silverton Coconut White, Silverton Iron Grey, Silverton Silk White, Silverton Almond White and Ellington Almond White.

How are your drawers constructed?

Our cabinetry features 4-sided drawer boxes constructed from 5/8" thick solid hardwood featuring dovetail joints and a fully captured, 3/8" thick plywood floor.

How is the interior of the cabinet finished?

Our cabinetry comes standard with UV-coated natural interiors. Glassdoor "GD" cabinets have painted or stained interiors to match the exterior.

Are your products CARB2 certified?

Yes, all Sintra Series products are 100% compliant with the CARB Phase 1 & CARB Phase 2 defined guidelines for composite wood products.

Are these cabinets strong enough to support a granite top?

Our "all-plywood" construction ensures the strength required to support granite, concrete, or any other countertop material that you may select. No additional cabinet reinforcement is needed.

Do your cabinets have "soft close" doors?

A soft close door feature is standard on all cabinet styles.

Do I need a finished panel for the exposed cabinet ends?

No, all of our products come with finished exteriors.

How much weight can your drawers hold?

Our drawers have a weight capacity of 70 lbs.

Do you sell paint colors or stains that match the cabinetry finishes you offer?

We do not directly sell the paint color or stains, but we have partnered with Sherwin Williams for easy access to our paint and stain finishes. Contact support@mad4cabinetry.com for paint/stain codes.

Do you sell paint colors or stains that match the cabinetry finishes you offer?

Retail locations can match any paint color for your projects; however, stains are limited to just trims and moldings at the store level. For an accurate match on any larger items, the type of wood needs to be explicitly matched by a Sherwin Williams Performance Coating Group facility.

What is your return policy?

We do accept returns in certain circumstances. Please see the "Returns and Replacements" section of our Terms & Conditions page.

How do you ship your cabinetry?

Most orders will be shipped on a pallet via LTL (Less Than Truck Load) carrier. Orders less than 50 lbs may ship via UPS.

What if my delivery includes damaged cabinets?

Please notate any damages with the freight company when accepting the delivery and take photos of the damaged items. Submit a claim online with the pictures of the damages or send them immediately to support@mad4cabinetry.com. Sintra Series will review and replace damaged pieces in a timely manner.

Warranty

Limited Lifetime Warranty

Mad4Cabinetry warrants to the original consumer purchaser that Sintra Series cabinetry, door hinges, and drawer glides will be free from defects in material and craft under everyday use and service for the lifetime of the product (Proof of Purchase is required). This warranty is not transferable and only applicable to products used for residential purposes. Mad4Cabinetry representatives do not have the authority to change or broaden this warranty. This warranty does not cover normal wear and tear, damage, or defects caused by accidents, misuse, abuse, or lack of necessary maintenance. Nor does it cover alteration, modification, improper installation, improper handling/storage, environmental conditions, or any labor expenses. Mad4Cabinetry, at our option, may elect to repair or replace with a functionally equivalent product any Sintra Series product covered by this warranty. Some replacement parts are subject to availability and may differ from the original parts received.

Return of defective product may be required for a replacement to be issued. Repair parts or replacement parts are at the expense of Mad4Cabinetry, but

the customer shall bear all other expenses. These expenses may include but are not limited to the cost of removal and re-installation of product, labor expenses, etc. Just as no two trees are alike, no two pieces of wood are alike. The variation in color and grain pattern in wood adds to its natural beauty and is not considered an imperfection.

Environmental factors, including but not limited to artificial/natural light, moisture, cleaners, smoke, etc., may cause the darkening or mellowing of a cabinet over time. This change is a natural process and can be expected. This warranty does not cover the natural aging or darkening / mellowing of wood color, the inherent growth characteristics, or variation in wood. Some cabinet lines feature a glazed finish, accentuating the door and drawer front profiles. This glaze is hand applied over a stain or paint and may have random drips and runs due to the nature of the application.

As glazing is a hand-applied process, there will be variations in color and appearance from door to door and cabinet to cabinet. These variations are not considered a defect and are expected with hand-applied finishes. It is the nature of wood to expand and contract to varying degrees depending on climate conditions. As a result, cabinet lines with painted surfaces may show fractures in the paint at joints. These changes are common and are not considered a defect. This warranty is valid only in the United States of America and Canada and is not transferable. All implied warranties are limited in duration to the shortest period provided by law or the validity of this warranty.

This warranty excludes special, incidental, or consequential damages to the extent permitted by law. Some states do not allow the exclusion or limitations of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights; you may have other rights which vary from state to state. To exercise this warranty, please contact Mad4Cabinetry. Report, in writing, to support@mad4cabinetry.com all defects claimed and include proof of purchase documentation.