



## Cabinet Sales Contract

*Details herein apply to our policy regarding custom orders. We will review these as we go through the order process.*

1. Orders for cabinets require a fifty percent (50%) deposit at the time of placement. Each elevation and floor plan must be signed by the buyer to document approval of the final design. Your order is considered final once placed. Cancellations or changes cannot be accepted once the order is acknowledged by the factory. If Firenza Stone Inc. Made a mistake when ordering your customized merchandise, and it turns out not to be appropriate for your use, we will do what it takes to rectify the situation\_\_\_\_\_.
2. Because the manufactured products, including, but not limited to, doors, drawer faces, panels, trim, and floating shelves are made-to-order, we do not except returns. Construction, materials, and warranties vary by manufacturer. Detailed information is available on each supplier's website\_\_\_\_\_.
3. Cabinets are either received at Firenza Stone Inc. and delivered via a local carrier to the jobsite or shipped to the jobsite directly from the factory (depending on the manufacturer). Upon receipt of the merchandise at Firenza Stone Inc. Or notification of direct shipment to the jobsite, final payment is required prior to final delivery. *Firenza Stone Inc. provides free storage for 30 (Thirty) days from arrival at our warehouse. After the 30-day period has expired, storage fees will be charged at prevailing storage rates. Warehouse fees will be assessed weekly with a 7 (Seven) day minimum.* \_\_\_\_\_.
4. Firenza Stone Inc. The customer and / or contractor must be present at the jobsite to accept the delivery. A complete manifest of the items shipped is included with all shipments. It is the responsibility of the receiver at the job site to note any shortages or visible carton damage. Both must be noted on the carrier's paperwork. Please note, pieces like fillers, moldings, etc. May be packaged together\_\_\_\_\_.
5. We will fix or replace any manufacturer-related imperfection if a claim is made in writing directly to your Firenza Stone Inc. Sales associate within three (3) business days of the customer receiving his/ her order\_\_\_\_\_.
6. Any customer calling in for a replacement item will need to provide the department with pictures of the damaged item. Upon receipt of the damage claim email, we will send a confirmation email and then proceed to ship replacements as soon as possible. Expedited shipping service is not available for replacements and/or parts\_\_\_\_\_.
7. Firenza Stone Inc. Will not replace a cabinet after it has been installed or altered for installation in any way. Wood is a natural material and is subject to changes in humidity levels. Slight splits at seams, small indentations, and minor finish "rub-through s" are common. Touch up materials are provided with each shipment. These materials may be used by your installer where applicable\_\_\_\_\_.

## MATERIAL CHARACTERISTICS FOR CABINETS

- ALDER**  
It is like birch with color ranges from pale pink, brown to tan. Fairly straight grained with a uniform texture. Knotty Alder features knotholes, burls and mineral streaks Commonly used for a rustic or industrial look.
- BIRCH**  
Natural Birch is a medium density hardwood with a fine moderate grain pattern. The predominant sapwood (outer zone of the wood in a tree) is white to creamy yellow, while the heartwood (inner layers of growing trees) varies in color from medium, dark brown or reddish brown.
- CHERRY**  
Is an elegant multi-colored hardwood. Reddish-brown hues that mellow (darken) over time. Smooth, straight-grain pattern. Cherry wood features light and dark color variation which becomes more pronounced as it ages.
- MAPLE**  
Off-white with light, creamy hues of gold. Consistent, fine grain with occasional mineral streaks. Maple is typically used with stains or paints because of its smooth uniformity.
- HICKORY**  
Dramatic color contrasts from light cream to dark reddish-brown. Random grain pattern with burls and knots. Light stains will enhance the color ranges in the natural wood while darker stains will mildly tone the color variations.
- Oak**  
Light to medium brown. Richly textured, wavy grain pattern.
- RIFT OAK**  
Rift sawn oak is like quarter sawn lumber. Rift sawn oak lumber is also referred to as radial grain. The cut produces the most stable boards. To produce rift sawn boards, the logs are cut radially and perpendicular to the growth rings of the tree. This produces a straight, even grain in appearance. Rift oak is most used in veneer manufacturing.
- QUARTER SAWN OAK**  
Red oak is a strong open grain wood that has a range in color of white, yellow, and pink. Red Oak is sometimes streaked with green, yellow, and black mineral deposits and may contain some wide grain. Quarter sawn refers to the method of cutting the Red Oak. Boards are cut through the radius of the rings allowing wavy grain and flaked patterns to show on the face.
- WALNUT**  
Medium density, open grain hardwood. Typically, fine, and straight grain and light to dark brown in color. Walnut polishes to a very smooth finish.

**REMEMBER, WOOD IS A NATURAL MATERIAL**

## **WOOD VENEERS**

Wood veneers are attractive and rightfully popular materials used for the interiors of homes, offices and other business establishments, aircraft and more, as well as the enhancement of everything from furniture pieces to musical instruments. They are generally classified into two distinct kinds: natural wood veneer and engineered wood veneer. Natural veneer is a unique material sliced from logs that is influenced by an individual tree's reaction to its soil composition, geographic location, and other growing conditions throughout the duration of its growth. The intrinsic patterns and markings in natural veneers aren't altered or enhanced in any way, making each natural veneer from a tree an individual work of art. Engineered wood veneers are also known as reconstituted, recomposed, man-made or manufactured veneers. As the name implies, however, engineered wood veneer is a re-manufactured product processed to achieve a pre-designed appearance.

## **HDF (HIGH DENSITY FIBER BOARD)**

Today's cabinet manufacturers are now using engineered wood on some door designs to improve the appearance of their painted finishes thus greatly eliminating the expansion and contraction associated with natural wood. The product is formed by compressing wood fibers under extreme pressure and is commonly referred to as HDF (High Density Fiber Board). The result is a strong, stable material with a grain-free surface that produces a particularly smooth painted finish. Trade names for this product include EverCore™ and Fibrex™.

## **SEMI-TRANSPARENT COLOR FINISHES**

Semi-transparent finishes utilize heavily pigmented stain. They are semi-transparent, which may telegraph some of the natural beauty of the wood.

## **GLAZE FINISHES**

A glaze finish begins with the wood undergoing the standard staining or paint process. The glaze color is applied then hand wiped off. Glaze detailing is hand applied. The glaze remains or "hangs up" in any corner or profile of the door or drawer. Since this is a hand applied process, the detailing may vary from piece to piece.

## **DISTRESSING**

Distressing is a factory-applied technique that gives the wood a furniture-aged look. Random wormholes, compression marks and corner over sanding are distressing elements used to convey gently aged fine furniture.

## **CHARACTERISTICS OF WOOD PRODUCTS**

### **1. JOINT LINES**

Since wood is in a constant state of expansion and contraction, visible surface cracks at joints may appear in the finish. This is normal and will not weaken the strength of the joint or the integrity of the finish.

### **2. END GRAIN**

You may notice a darker appearance to cabinet doors where end grain is exposed. End grain is a softer surface that may accept more stain than the facing surface. Variances are not controllable.

### **3. AGING**

As wood ages, the appearance may change or darken. For example, a lightly stained Cherry will "mellow" adding depth over time. This is often considered a desirable characteristic.

### **4. TELEGRAPHING**

Wood grain, pin holes, knots and mineral streaks may remain visible as a dark area or texture under painted finishes. Open-grain woods (oak, hickory) tend to show more than fine-grained species (maple, cherry).

**5. MINERAL STREAKS**

Wood may feature dark, blackish-blue streaks that run parallel with the wood grain. These discolorations come from mineral deposits trees extract from the surrounding soil.

**THERMALLY FUSED LAMINATE (TFL)**

A resin impregnated sheet of décor paper fused directly to a substrate. Heat and pressure activated the resin in the TFL sheet, creating a cross-linked bond with the substrate.

**ACRYLIC LAMINATE**

Its color matched DMMA (acrylic) top layer that enhances color vibrancy. It utilizes zero joint edge banding technology.

In most cases, the preferred substrate for wood veneers and laminates is MDF (*HDF for paints*). It is smooth, flat, and incredibly stable. It is relatively consistent in its make-up. Its surface readily accepts being glued to veneer. What makes MDF the best substrate is that the fibers within the board have no orientation and so will not expand the panel in any direction (unlike a wood board would expand across the grain).

Neither Firenza Stone, Inc. nor the cabinet suppliers it represents will be responsible for a customer’s dissatisfaction with conditions occurring naturally with wood or wood finishes. By signing below, I acknowledge that the conditions described in this document are not defects, but natural occurring features. These conditions have been carefully explained to me, and I understand and accept them.

Customer\_\_\_\_\_

Date: \_\_\_\_\_

Salesperson\_\_\_\_\_

Date: \_\_\_\_\_