

## TERMS & CONDITIONS

### PLACING ORDERS

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- > Orders can be faxed directly to our order desk at 819-565-3391 or e-mailed at [info@fabridor.com](mailto:info@fabridor.com).
- > To get confirmation of your order the same day your order must be sent before 10:00 am. After that time, it might go to the following day.
- > Please use the blank order form supplied in the catalog or download the PDF or Excel version provided on our website.
- > While waiting for your credit approval, a deposit of 50% is required to put your order in production. The balance is due prior to shipment or when taking possession of the merchandise at our facility.
- > It is the customer responsibility to ensure correctness of the confirmation.
- > All claim for damaged goods or incomplete order must be sent by fax or e-mail within 48 hours upon reception of your merchandise receipt.
- > No return will be accepted without Fabridor authorization.

### MANUFACTURING SPECIFICATION

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We use only quality wood that has been kiln dried 6% to 8% moisture content. Due to its very nature, wood can either dilate or shrink depending on the environment to which it is exposed. Factors such as temperature variation, temperature itself, relative humidity and other conditions might cause wood movement. In order to avoid problems, Fabridor recommend a relative humidity level of 40% to 55%.

### WARRANTY OF SOLID WOOD PRODUCTS

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Fabridor Inc. guarantees its products to be free of manufacturing defects and material deficiencies for a period of one year from date of manufacture. This warranty is void in the case of non respect of conditions described in the manufacturing specifications.

**Reasonable Care:**

- > Products must be stored in a humidity and temperature stable environment.
- > Our wood products are designed in order to support the natural movement of wood.
- > Natural beauty of wood implies some irregularities. These are not to be considered as defects unless the grade chosen by the customer specifies it.
- > No warranty covers assembly joints line apparition using solid color finishes.

## TERMS & CONDITIONS (CONTINUED)

**Our warranty is applicable to goods returned in their original condition only. It also only covers repair or replacement of the latter.**

### **Oversized doors**

Doors exceeding 24 inches wide and/or 42 inches high will be built with a center rail and will thereby be guaranteed against warping, swelling or shrinking of wood according to tolerance described below.

### **Tolerances**

Overall dimension: +/- 3/64"

Warping: 3/16" on doors below 29 15/16" in height

1/4" on doors below 42" in height

5/16" on doors above 60" in height

Miter: .010" on a third of joint length

## WARRANTY OF TERMOFORMED PRODUCTS

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### **Limited Warranty**

FABRIDOR inc. guarantees the quality of all thermofoil products against delamination for a period of 10 years. See restrictions below.

### **Restrictions:**

Avoid exposing thermoformed products to sources of extreme heat. Precautions must be taken when using certain electric counter top appliances. Toasters, kettles, portable ovens, and all other appliances creating heat or steam can damage nearby surfaces. Be sure to place these appliances so as to avoid damaging surfaces situated above the appliances.

### **Maintenance and precautions:**

Thermoformed products can be easily cleaned using mild soap and water. As with any quality product, certain precautions should be taken in order to preserve their appearance. Never use chemical products such as thinners, bleaches, or any cleaning product containing solvents or abrasives. It is especially important to avoid products containing acetone. Make sure to avoid scratching or striking thermoformed products with a sharp object since marks or permanent cuts could occur.

## TERMS & CONDITIONS (CONTINUED)

### WARRANTY OF VENEER WOOD PRODUCTS

Fabridor Inc. guarantees its products for a period of 5 years from the date of shipment against manufacturing defects when they are used under normal conditions.

Our limited warranty will apply only if our products have been used or stored in a temperature-controlled environment. Under such conditions, our products will provide maximum performance and complete satisfaction. Our warranty will not apply if our products are used in an environment where the humidity is above 50%

Our guarantee is limited to the replacement of original materials provided by us, and does not cover the costs of labour and finishing.

- > Natural wood discoloration caused by any factor does not in itself constitute a defect.
- > Fading over time caused by UV rays on a varnish does not in itself constitute a defect.
- > The characteristic of wood, such as mineral node, knot, sugar traces, modular radius and other characteristics do not intrinsically constitute defects.
- > The veneer used meet the grade for an entire face veneer 49 inches by 97 inches, which complies with North-American gradations of wood veneers.
- > We are not responsible for the quality of finish resulting from your finishing products. We recommend that you make a preliminary finishing test on a component before applying the product on all of your components.
- > Wrapping problems must be detected and reported within 15 days of receipt of the order. Moreover, the defective door(s) cannot have been altered in any way (drilling the hinges, installation of handles, finishing, etc.)
- > Defective door must be returned to Fabridor to receive credit.
- > We do not guarantee any doors wider than 24 inches or higher than 48 inches against warping. The normal tolerance for these sizes is 1/16" or 0.02mm.

### SHIPPING CHARGES

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All prices are F.O.B. Sherbrooke, Qc.

Orders of more than 1,500.00\$ will be shipped free of charges.

## PRODUCTION LEAD-TIMES

### REGULAR ORDERS

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The standard production lead-time (date leaving the factory) is 8 days for Wood, MDF and Thermofoil doors. The regular lead-time for the selection of Veneer doors is 10 days. The calculation for the number of business days starts the day the signed order is received at Fabridor if it is received before 10:00 AM. If it's received afterward, the first business day starts the following day. Whenever possible, we will produce the orders as soon as possible. If, for reasons beyond our control, production time should exceed 8 days, we will notify the customer immediately.

### SPECIAL ORDERS: (Addition / Remake\*)

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#### **Addition / Remake (1 to 9 units)**

- > 5 business days
- > For a faster service, the VIP service is available. (See the VIP section below)

#### **Addition / Remake (10 units & more)**

- > Orders over 10 units will be processed as normal orders with a standard lead-time of 8 days
- > For a faster service, the VIP service is available. (See the VIP section below)

### SPECIAL ORDERS: (Warranty\*\*)

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#### **Warranty (1 to 9 units)**

- > Order received before 10:00 AM : Leaves the following business day
- > Order received after 10:00 AM : Leaves the second business day

#### **Warranty (10 units & more)**

- > Order received before 10:00 AM : Leaves the second business day
- > Order received after 10:00 AM : Leaves the third business day

\* **Addition / Remake:** Error or omission on the part of the customer on an order already produced and delivered during the previous 30 days.

\*\* **Warranty:** Error or omission on the part of the manufacturer, warranty involve no cost for the customer. All claims have to be reported in the first 48 hours after delivery. Please note that our warranty only applies to products that are still in their original condition. The manufacturer will decide if the items should be replaced or repaired.

## PRODUCTION LEAD-TIMES (CONTINUED)

### VIP ORDERS

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We offer our customers a VIP service for up to 15 unit order which would require an accelerated service from 1 to 5 business days:

- > 1 Business day\* = 60% extra charge (\$25 minimum)
- > 2 Business days\*\* = 40% extra charge (\$25 minimum)
- > 3 Business days\*\* = 25% extra charge (\$25 minimum)
- > 4 Business days\*\*\* = 20% extra charge (\$25 minimum)
- > 5 Business days\*\*\*\* = 15% extra charge (\$25 minimum)

\* Includes 90 degrees wood doors and MDF doors;

\*\* Includes ALL solid wood doors and MDF doors;

\*\*\* Includes ALL solid wood doors, MDF doors and thermofoil doors;

\*\*\*\* Includes all previous doors plus the veneer doors.

Note: To place a VIP order for a whole kitchen, please communicate directly with us for the surcharge. We will send a complete quotation to your attention with regards to material availability.

Please communicate with us for any questions regarding the production lead time.