



# Cabinet Systems Manual

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## **Section 1: General Information**

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## Shipping Options and Methods

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- Conestoga offers a wide variety of shipping methods, including our company-owned fleet trucks, common carriers and UPS or Federal Express. Conestoga will choose the most economical, timely and reliable method.
- Conestoga operates several daily and weekly route trucks to many parts of the East, South, Midwest and Northeast. These route trucks are designed to deliver customer orders economically, reliably and damage free. This service provides a dependable daily or weekly arrival time at the customer's site. If you are interested in using the Conestoga route truck service, please contact your Sales Representative for more information. This service is available on a limited basis. Several guidelines and restrictions apply.
- Common carriers are used to ship larger orders outside of our delivery areas, to lower volume customers or to regions more difficult to access. Conestoga has negotiated discounted rates with several carriers and will choose the most economical and timely carrier for your area.
- Customers' facilities must be able to accommodate LTL shipments.
- UPS or Federal Express are the primary shipping methods used to ship smaller orders and groups of orders totaling less than 5 packages. If one of these carriers is more advantageous to you, inform Conestoga which carrier you prefer and every effort will be made to accommodate your request.
- First and Second Day Air services are available via UPS and Federal Express for products whose weight and size qualify. Any special air freight premiums are the responsibility of the customer. Contact your Customer Service Representative with questions regarding your options when using these premium shipping services.
- Because all finishing materials are flammable, they are classified as Hazardous Materials by the shipping industry. Although limited quantities of finishing materials can be shipped by air, shipping charges are extremely expensive and will be incurred by the customer. Finishing materials shipped by common carrier require special handling designated by the shipping industry. Additional Hazmat charges are incurred. These charges are the responsibility of the customer.

## Packaging

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### Standard Packaging Option

- All Cabinet System units are individually boxed making it easier to move one cabinet at a time. All parts for one unit are in the same box. Larger cabinets are packaged in two boxes for easier handling.
- Boxes are placed on skids, stretch wrapped and banded for shipping.
- Drawer slides may be packaged separately.
- Doors and drawer fronts are packaged separately from cabinet unit.
- Assembled drawer boxes are shipped on a separate skid from cabinet unit.
- This method will create a fair amount of cardboard boxes, inserts and plastic strapping to discard.



## Super Saver Packaging (Skid Pack)

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### Program

- Cabinet Systems units are packaged on a 44" x 54" skid with a sheet of cardboard separating each cabinet.
- The skid is reinforced with cardboard, stretch wrapped and prepared for shipping.
- All cabinets are individually labeled with code and size.
- Drawer slides may be packaged separately.
- Assembled drawer boxes and custom front frames are shipped on a separate skid from cabinet unit.
- Doors and drawer fronts are packaged separately from cabinet unit.
- Depending on order size and options, the entire order may be placed on the same skid.
- Approximately twenty cabinets can be placed on a skid.

### Requirements

- Super Saver Packaging must be requested.
- Adequate receiving facilities and handling equipment (loading dock, forklift, skid jack, etc.) must be provided. Product cannot be carried by hand off the skid during receiving process.
- Customers who pick up their own orders must have a truck capable of accepting palletized products.
- Five cabinets per skid minimum are required.

### Benefits

- With less labor needed to unpack cabinets, customers will experience considerable labor cost savings.
- With no cardboard boxes and plastic banding to discard, customers will have a significant decrease in waste disposal cost.



## Handling & Packaging Upcharges

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- **Small order quantity charge:**

A \$3.95 net charge will be included for small quantity orders containing 1-3 pieces. This charge is necessary to offset costs associated with processing, handling and packaging of small quantity orders, and will be assessed on all custom product orders, including expedites. Cabinet Systems orders and Cabinet Systems parts and pieces orders are exempt from this fee.

- **Large product packaging charge:**

Oversized products will be packaged using plywood to protect against shipping damage. A product will be considered oversized if it meets one of the following criteria:

1. Dimensions exceed 35" in width and 35" in length
2. Dimensions exceed 85" in width or 85" in length

Each oversized product will incur a net charge of \$24.95 for plywood packaging. Customers requesting plywood packaging will also receive the \$24.95 per piece net charge. Mouldings and Cabinet Systems parts will not be included in the plywood packaging program, and are exempt from this fee.

## Drawer Box and Cabinet Systems Orders in Kenly, North Carolina

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- Customers located south of the Mason-Dixon line will receive most orders directly from Kenly.
- Customers located north of the Mason-Dixon line will receive most orders from our East Earl facility.
- All Cabinet Systems and drawer box expedites will ship directly from our Kenly facility. These costs are the responsibility of the customer.



## Customer Pickup

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- A 2.5% handling fee is added to all customer pickup orders due to staging, storage and double handling of the product. All customer pick-ups must be scheduled through our Shipping Department at least four hours prior to the desired pickup time.
- Customers picking up their own orders are asked to do so within three days of the Promised Ship Date. If the orders are not picked up within three days, Conestoga reserves the right to ship the orders and charge the customer a reasonable amount for the additional cost of the freight.

## Damaged and Defective Product Policies

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- Notify your Customer Service Representative within 10 working days after receipt of shipment if you receive any products damaged, defective or in error. Our fax numbers are listed on the title page of this manual. Submitted claims must include the following information:
  1. Original order and invoice numbers
  2. A list of the defects or errors in the product(s)
- Returns on non-defective merchandise will not be accepted.
- A Customer Service Representative will work with you to determine the options that will best resolve your issue.
- Conestoga will ship replacements or missing items as soon as possible after the report of a claim. However, we reserve the right to issue replacements at normal product charges until a reasonable investigation of the replacement has been performed. Conestoga may require product to be returned for inspection prior to replacement to ensure that the problem will not re-occur. A copy of our return authorization form, supplied by your Customer Service Team, must accompany all returned merchandise.

## Replacement Order Process

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- Replacement orders will be processed as quickly as possible. See the Replacement Expedite Program Chart, page 2.4, for details.
- All replacement orders will be processed according to the customer's normal payment terms. A credit will be issued against the replacement invoice for all replacement items.

## Return Merchandise Authorization (RMA)

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- Because our products are custom manufactured from natural materials, we will frequently ask to have any or all incorrect products returned for quality control inspection. This inspection process is necessary to improve our overall quality and delivery performance.
- To have products returned, our Customer Service Representative will issue a Return Merchandise Authorization (RMA) form to you via e-mail, fax service or the mail. This RMA form will list the products that you have claimed as defective. Please mark your return cartons and boxes with the RMA number listed on this form.
- All returned merchandise must be shipped with secure, protective packaging materials.



## Freight Damage Claims

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- Conestoga will process all claims for damaged products shipped on Conestoga's trucks.
- UPS and Federal Express damage claims must be filled out by Conestoga, and will be paid to Conestoga. All packaging materials and damaged product must be retained by the customer for inspection or collection by a UPS or FedEx representative.
- Damage claims that are the result of mishandling by a Conestoga authorized carrier will be filed by Conestoga directly
- Common carrier claims must be filled out by the customer with the appropriate freight carrier. Conestoga will replace damaged items with no expedite upcharges.
- If a customer selects their own carrier they are responsible for filling their own damage claims.
- In all situations, if a shipment contains a damaged package or skid, the freight bill must be marked "Damaged" or "Subject to Inspection." Both the receiver and delivery person must sign the freight document. If the freight bill contains no notation of damage or appropriate signatures, the freight carrier will not honor the claim.
- Conestoga recommends all freight bills be signed by the customer "Subject to Inspection". This will aid in possible concealed damage claims.
- Damage must be reported within 10 business days. Claims for damaged products after 10 days will be denied.

## "Missing Product" Claims

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- For missing product claims, Conestoga will initiate an investigation of the original shipment. The research will include our picking documents, skid listing and bill of lading. These documents will verify if the proper number of products were loaded on the delivery truck. The bill of lading will show proof of delivery or notations of any delivery or receipt issues.
- Based on the results of the investigation, Conestoga will either issue a credit to your account or notify you that your claim has been denied.
- Conestoga requests that customers verify the package count within five business days, and the total number of items and sizes within ten business days. Claims filed for missing products after ten business days will be denied.

## Customer Receiving Process

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- Each pallet delivered will contain a skid ticket. The skid ticket lists each package on the pallet by the order number and a three-digit package number beginning with 001. Customers should inspect each pallet within five business days of receipt to verify package count on pallet.
- A complete packing list will be included with the delivery. This packing list is a summary of all products shipped, including oversized packages that will not fit on a pallet. Package counts should be verified by customer within five business days.
- For Conestoga route truck deliveries, Conestoga truck drivers will assist you to verify that you have received all products listed on a skid report. The skid report documents each skid number and the packages on each skid. Any oversized or loose packages will also appear on the skid report. Your receiver will be asked to sign the skid ticket and bill of lading as verification that delivery of all packages listed has occurred.



## Warranty Information

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- Conestoga Wood Specialties Corporation warrants that, for a period of one year from date of shipment, our products will be reasonably free of defects in materials and workmanship. When properly handled, our products will conform, within acceptable tolerances, to applicable manufacturing specifications. This limited warranty applies only to Conestoga products which are stored, handled, and installed in the manner recommended in this product manual. Conestoga will not be responsible or liable for any indirect, consequential or incidental damages sustained by the user.
- Conestoga's warranty is limited solely to the value of the original materials purchased from Conestoga and is further limited in amount to the purchase price paid for such materials. Conestoga will not be liable for the cost of extraneous materials, labor, travel costs, installation expenses or other related expenditures.
- Natural characteristics in the wood (burls, grain patterns, pin knots, mineral deposits, sap, etc.) that fall within Conestoga's specifications will not be considered defects.
- Conestoga will not be liable for damages to products caused by improper handling, storage, assembling, finishing or installation by the customer. Our products are not warranted against expansion occurring as a result of high moisture or humidity conditions.
- Conestoga's finished products carry a one year warranty against peeling, blistering, fading, or cracking, but no warranty against discoloration. Conestoga assumes no responsibility for damages or poor color match when finish is applied by the customer.
- Some species, particularly Cherry and Eucalyptus will darken naturally with age. Conestoga is not liable for the change in appearance of any product, finished or unfinished, due to this aging process. Results of aging will be more obvious when using clear, light or glazed finishes.
- Mitered doors allow a .010" joint gap 1" from the inside bead.
- Mitered doors are not warranted against joint separations that occur as a result of high humidity or moisture conditions. Painted finishes are not recommended on mitered designs.
- Veneered panel doors are not guaranteed to match solid wood framing on the same door. Veneer will absorb stain differently than solid wood. The mismatch of solid and veneers is not considered defective.
- Solid wood moulding color may differ from doors of the same specie.
- Single panel, five-piece doors and drawer fronts over 26" wide or 48" high are not warranted for warpage or cracking of panels or framing joints.
- Allowable tolerances against expansion, warpage or cracking of panels is 1/8" up to 12" wide and 24" high. Allowable tolerance is 1/4" for one-piece products from 12 1/16" wide by 24 1/16" high up to 24" wide to 36" high. All one-piece solid wood products over 24" wide and 36" long are not warranted against expansion, warpage or cracking of panels.
- All three-piece drawer fronts over 30" wide and 14" high are not warranted against expansion, warpage, cracking of panels or cracked joints.
- Conestoga expressly disclaims any and all other warranties, whether expressed or implied, including all warranties of merchantability and warranties of fitness for a particular purpose with respect to its products.