

# About Conestoga Wood Specialties

Since 1964 Conestoga Wood Specialties has manufactured the highest quality cabinet doors and components for the Kitchen & Bath Industry. From our modest beginnings in a small garage in Lancaster County, Pennsylvania, we've grown to be the industry leader known for our consistent quality, breadth of selection and product performance.

While our roots run deep in producing finely crafted wood components, we've never stopped looking for "what's next", relentlessly searching for new designs, materials, accessories and services to assist our customers in keeping up with developing design trends. While predominantly known for our work with wood, Conestoga repeatedly steps outside our historic comfort zone to capitalize on developments in technologies and materials. We've routinely traveled to Europe to establish supplier relationships and explore revolutionary new materials such as Decorative Laminate Veneers and high textured Thermally Fused Laminates. We work with some of the world leaders in alternative sheet stock and make huge investments in inventories to help bring these products to our customers. Our latest Alternative Material investments included multiple High Gloss materials and Super Matte films...and our search continues.

Our commitment is not only to provide our customers with superior products, but to also monitor the market making every attempt to understand where it is heading; then doing our best to provide the products needed to allow customers to capitalize. Several years ago we anticipated the rise of painted finishes and aggressively promoted hybrid doors and introduced 5-Piece MDF doors well before they became widely accepted by the industry. Shortly after, we launched the Prism Paints Program, bringing over 1,500 paint colors and several treatment options to our standard finish offerings. Today, these programs continue to thrive and remain cornerstones of our custom product offering.

And while we've experienced a myriad of changes, our company has stayed true to its roots, continuing to produce thousands of wood doors, drawer boxes, front frames, mouldings and other components each day. Still a family owned business, we are committed to servicing the Custom, OEM and RTA Cabinet Systems Kitchen & Bath segments. With a proud history approaching 60 years, we remain dedicated to the principles that elevated Conestoga to the top of the kitchen component industry while understanding that we must be receptive to new ideas and agile enough to successfully institute them in order to stay relevant, and allow our customers to stay at the forefront of the custom kitchen market.

But most of all, we have never forgotten that relationships are built one delivery at a time.

## Conestoga Cabinet Systems

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Conestoga's framed Cabinet Systems Program significantly reduces the amount of labor needed to construct custom kitchens. Combining quality, variety, flexibility and cost savings, the more than 1,500 SKUs greatly reduces the need to hire labor in both the shop and finishing areas of your operations. The all plywood box also offers soft close drawer glides and hinges along with a number of optional enhancements. These options allow customization of each kitchen to meet the specific needs of nearly any consumer. Choose from more than 100 Conestoga door and drawer front designs in four overlays as well as an inset option. To further reduce labor needs, our Cabinet Systems can be ordered in thousands of standard paint, stain and glaze combinations to provide the perfect finishing touch.

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### Variety

With over a hundred standard configurations and almost limitless sizing options, the Cabinet Systems Program provides everything you need to design and build a broad variety of cabinetry for kitchens, baths and other room applications. From walls, bases, utilities, appliance, vanity and specialty cabinetry, this expansive collection, combined over 100 door design options, allows cabinet manufacturers to meet nearly every design need.

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### Design Flexibility

While strong, stable construction is critical, another important feature is the appearance of the face of the cabinetry. Whether designing and building a kitchen that is modern, transitional or traditional, Conestoga's vast door and drawer front offering allows you to alter the look and feel of each and every project. Choose from 1/4", 1/2", 1-1/4" and 1-3/8" overlays, or the popular inset option.

- **Program Doors** – For more price sensitive projects, Conestoga has made our top selling CRP-10 and TW-10 designs available in a Value grade material specification for Cherry and Red Oak. While using the same high quality construction methods as our Standard grade doors, our Value grade allows more character and color variation.
  - **Custom Doors** – Choose from the over 100 door and drawer front designs found in Conestoga's Custom Product Manual. Most designs offer a variety of framing beads, panel raises, edge profiles and custom width framing options, allowing customers to create an almost limitless variety of custom looks. Custom product pricing and lead-times apply.
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### Customization

- **Custom Sizing** – In addition to the broad selection of standard cabinet configurations, Conestoga offers size customization for nearly every cabinet design. Custom sizing can accommodate width, height and even depth requirements in most cases. Cabinets with drawers are limited to drawer glide hardware lengths.
- **Custom Finishing** – Our finished component program allows customers to order individual cabinet parts finished to match the doors and drawer fronts. Simply assemble the prefinished component parts and you're ready to install.

Conestoga Cabinet Systems also offers options to enhance customers' product offering, such as optional matching interiors, extended stiles, undermount soft close drawer slides, soft close hinges, exposed ends, flush ends, flush toe, shaped bottom rails, wood shelf upgrade and inset or overlay styles.

## Time and Cost Savings

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- **Complete Cabinet Systems Units** – Each cabinet unit comes with all the pre-machined parts, drawer slides, shelf supports and doors needed to build a complete cabinet. Most parts are packaged together per unit and ready to assemble. Blum and Economy soft close overlay hinges are optional.
- **Ease of Assembly** – Dovetailed construction and pre-inserted assembly splines make assembly fast and easy. Due to this combination of joinery, assembly clamps are not needed. Complete Assembly Instructions featuring all Cabinet Systems configurations are available by simply checking the Assembly Instructions box on Order Form 7/7-A or by answering "yes" to Assembly Instructions on Con-Nex.
- **Streamline Manufacturing** – Complete ready-to-assemble units minimize the time required to order, schedule, receive and handle materials. With prefinished cabinet interiors, shelves and drawer boxes, time is saved, bottlenecks reduced and VOC emissions lowered within your shop.
- **Prefinished Components** – Components come standard with a durable UV clear coat on the interior of plywood end panels, tops, bottoms, shelving and backs. Conestoga also offers our premier stains, glazes and paints on cabinet exteriors including face frames, doors, drawer fronts, end panels and toe kick strips. When the matching interior option is selected, the interior components come unfinished or finished to order.
- **Lower Costs** – The pre-machined, prefinished cabinet components greatly reduces the time needed to manufacture complete kitchens. This simplified system allows utilization of lower cost labor for cabinet assembly, minimizing your labor cost per box and freeing highly skilled labor to focus on more difficult projects.
- **Reduce Overhead Costs** – Overhead costs of shop equipment and floor space are reduced or eliminated by using the Cabinet Systems Program rather than building from scratch.
- **Improve Yields** – The cost of material and material yields are consistent when using the Cabinet Systems Program. Waste is practically eliminated.
- **Improved Cash Flow** – The Cabinet Systems Program can help improve cash flow with faster throughput, lower cost per unit and minimal or no inventory. Add sales revenue and capacity without large capital investments.

## Design and Assembly

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Conestoga's precut and machined Cabinet Systems units are designed to assemble quickly and easily. Tools required include a rubber mallet, Phillips head screwdriver, and a pin gun (1/2" and 1-1/4" pins).

**Woodworking glue must be applied to all joints.**

- Tops and bottoms slide into dovetailed grooves on the cabinet sides. Two 3" wide strips are used for the top of base cabinets. The back lays into rabbets on the cabinet sides and is secured with glue and pins/staples.
- Sides have pre-inserted splines which easily engage and lock cabinet sides to the front frame. A series of splines are pre-inserted into cabinet tops, bottoms and mid-floors to secure these components to the front frame while adhesives dry.
- 1/2" thick cabinet backs provide a secure surface area for installation screws. Backs are inset 1/4" in from the back edge of cabinet sides to account for irregularities in wall surfaces.
- **Reference assembly instructions.**

## Order Placement

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Conestoga offers four methods of order placement: Online with Con-Nex®, email, fax and mail. Fax, phone and email information for Customer Service is listed on the first page of this manual.

- Our online quoting and ordering program, Con-Nex®, is a 24/7 order entry software package that provides an easy way to obtain instant quotes and electronically place orders. For more information contact our online help desk: 1-800-838-5850 ext: 2.
- Inbound fax lines are available 24 hours a day, seven days a week.
- Phone lines are open during office hours – 7:00 a.m. to 5:00 p.m. (EST), Monday through Friday.
- When sending orders via U.S. Mail, use the address below. The address must include "Attention Customer Service", followed by the word "ORDER".

Conestoga Wood Specialties Corp.  
**ATTN: Customer Service– ORDER**  
245 Reading Road, PO Box 158  
East Earl, PA 17519-0158

- Contact Customer Service when you require assistance with orders.

## Order Forms

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- All orders must be submitted written or typed on a Conestoga Order Form or on pre-approved customer purchase order forms. **Verbal orders will not be accepted.**
- All orders must be submitted in finished dimensions.
- For your convenience, a master copy of each order form can be found in Section 14 of this manual.
- Incomplete order forms will delay order processing. Complete all header information. If you use your own order forms, include all of the required fields. Customer Service is available to assist you in developing your forms.
- Use Conestoga terminology when placing orders.
- Refer to the back of Conestoga order forms for ordering instructions. If you have questions regarding the order forms or the product manual, contact Customer Service.

## Custom Product Quote Requests

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- Immediate product quotations can be generated online via Con-Nex®; contact Customer Service for details, 1-800-838-5850 ext. 2.
- If not utilizing Con-Next®, product quotation requests must be submitted in writing. If utilizing a non-Conestoga order form, clearly write or type “QUOTE” in the header of the form.
- Non Con-Next® quotation requests will be processed within 24 hours of receipt and will be acknowledged by your preferred communication method.
- Log on to the Customer Business Portal (CBP) to convert your quote to a live order or sign the last page of your acknowledgement and return it to Conestoga.

## Customer Purchase Orders

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- Our computer system will allow the same purchase order number or name to be used more than once. To prevent duplicate orders use unique purchase order numbers or names for every purchase order submitted to Conestoga.
- Orders that have been submitted to Conestoga more than once will be the responsibility of the customer. If you question whether your order has been received, contact Customer Service for verification.

## Order Acknowledgements

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- Conestoga acknowledges all orders online or through email, fax or First Class Mail.
- You can also access the status of your order on the CBP. These acknowledgements are sent to our customers to confirm the order we entered into our computer system is consistent with the information provided. Please review all acknowledgements for accuracy as soon as you receive them.
- If errors are found within the acknowledgement, contact Customer Service **immediately**.
- To access or update your preferred delivery method for acknowledgements, log on to the CBP to set up your preferences in “My Account”.

## Order Changes/Cancellations

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- Change and cancellation requests should be made in writing using a Conestoga acknowledgement. Clearly write “Change Order”, be sure to include the original purchase order and indicate which items are to be modified or cancelled.
- Orders that have been entered into the computer system but not released into production can be modified or cancelled with no upcharge.
- **Order change fees will be applied to the original purchase order for any modifications made to orders that have been released into production.** Order change fees vary and are determined by the manufacturing completion percentage.
- Change or cancellation requests may be denied altogether if the product has progressed beyond a critical manufacturing point and order lead-times may be affected.
- Certain products or order types cannot be modified or cancelled.

## Credit Terms

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- Conestoga has two standard types of terms: 100% pre-pay and open credit terms, subject to financial credit worthiness. 100% pre-pay accounts require full payment for orders before work begins. Open credit term accounts (2% 10, net 30) are subject to the terms and conditions as stated on Conestoga's Credit Application and will be reviewed periodically. Past due balances are subject to a late fee of 1.5% monthly or 18% annually.
- All new customer accounts are initially set up as 100% pre-pay until Conestoga has approved your Credit Application. For a Credit Application, please contact your Sales Representative or our Credit Department. Open credit term customers are subject to periodic review and credit limits adjusted accordingly.
- Methods of payment include: pay by phone, pay online through the CBP, fax or mail payment.
- Payment types accepted: check, credit card (American Express, Discover, MasterCard, and Visa), wire and Automated Clearing House (ACH).

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## State and Local Sales Tax

- Conestoga must have a valid state sales tax exemption certificate from customers requesting purchases to be exempt from state and local sales taxes. If we do not have your certificate on file we are required to charge relevant state and local taxes on all purchases. A state sales tax license or seller's permit will not be sufficient to exempt your purchases.
- If your company makes purchases from us which we ship to other states, you may be charged sales tax applicable to the destination state; state laws vary.
- If your purchases are taxed and you submit a tax exemption certificate at a later date, be aware that Conestoga can only issue credit for taxes charged 60 days prior to the date we received the certificate.
- If you have questions regarding sales tax exemption, call our Credit Department at 1-800-863-9561.

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## Cabinet Systems Packaging

### Standard Box Packaging

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

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### Skid Pack Packaging

- Skid pack packaging must be requested.
- 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 cabinet code and size.
- Drawer boxes, drawer slides and hinges will be packaged separately.
- Custom doors, drawer fronts and front frames are shipped on a separate skid from cabinet units.

## Cabinet Systems Packaging (continued)

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### Skid Pack Packaging (continued)

- 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.
- 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 orders must have a truck capable of accepting palletized products.
- A minimum of five cabinets is required for skid packaging.
- Customers using the skid pack packaging options will receive a \$3.00 net discount per cabinet unit.
- With less labor needed to unpack cabinets, customers will experience considerable labor cost savings.
- With less 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 \$4.50 net charge will be included for small quantity orders containing 1 to 3 pieces. This charge is necessary to offset costs associated with processing, handling and packaging small quantity orders and will be assessed on all custom product orders, including expedites. Cabinet Systems orders and Cabinet Systems parts orders are exempt from this fee.
- Oversize packaging charge:  
Oversized products will be packaged using honeycomb cardboard to protect against shipping damage. A product will be considered oversized if it meets one of the following criteria:
  - ♦ Dimensions exceed 36" in width and 36" in length.
  - ♦ Dimensions exceed 84" in width or 84" in length.
 Each oversized product will incur a net charge of \$26.95 per item for packaging. Customers requesting oversize packaging will also receive the \$26.95 per piece net charge. Mouldings and Cabinet Systems parts will not be included in the oversize packaging program and are exempt from this fee.

### 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 Ground or FedEx Ground.
- Conestoga operates several daily and weekly route trucks to many parts of the Northeast, Southeast and Midwest. 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, contact your Conestoga Sales Representative for more information. This service is available on a limited basis. Several guidelines and restrictions apply.

Restrictions include:

- ♦ Delivery Routes – Conestoga has several established delivery routes to service areas that support high amounts of freight deliveries. Areas outside these established delivery networks may not contain the necessary volume needed for cost effective delivery service. Customers located outside established delivery routes will be serviced by select common carriers.
- ♦ Purchase Quantities – we make every attempt to service high volume customers on Conestoga delivery equipment. Customers located in close proximity to larger customers that order on a frequent basis may be eligible for Conestoga truck deliveries. Customers ordering on an infrequent basis or not near established delivery routes will be serviced by select common carriers.

## Shipping Options and Methods (continued)

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- ◆ Delivery Frequency – Conestoga route trucks generally travel once per week to regions outside our local delivery areas unless the overall territory volume justifies multiple deliveries. Conestoga truck deliveries can be supplemented by common carrier if desired, however, common carrier deliveries will likely cost more than Conestoga deliveries.
- ◆ Receiving Deliveries – depending on the areas serviced, Conestoga will utilize either straight trucks with lift gates or tractor trailers. If located on a delivery route using tractor trailers, customer’s facilities must have a loading dock and lift equipment to handle pallets.
- ◆ Residential/City Deliveries – some customers in residential and city locations may have insufficient space for tractor trailers to safely maneuver. Even if volume and location warrants Conestoga truck delivery, there may be facilities we cannot deliver to based on insufficient delivery space.
- Common carriers are used to ship larger orders outside of our delivery routes, 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. A truck dock and skid-handling equipment are required in order to receive these shipments.
- FedEx Ground and UPS Ground are the primary shipping methods used to ship smaller orders and groups of orders totaling less than five packages.
- Expedited services are available via UPS Ground and FedEx Ground for products whose weight and size qualify. Any special air freight premiums are the responsibility of the customer. Contact your Customer Service Team 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. Finishing materials shipped by common carrier require special handling designated by the shipping industry. Additional Hazmat charges will be assessed and are the responsibility of the customer, and will be added to your freight costs.

## Drawer Box and Cabinet Systems Orders

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- If you are located in the following states: AL, FL, GA, MS, NC, SC or TN your order will ship from our Kenly, NC facility. All others will ship from our East Earl, PA location.
- Expedites will ship direct from our Kenly, NC facility. These costs are the responsibility of the customer.

## Conestoga Freight Terms

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- Open Credit Terms
  - ◆ Customers with open credit terms will be shipped prepaid via common carriers. A “freight only” invoice will be generated by Conestoga per delivery.
  - ◆ All orders that ship via Conestoga route truck service will be consolidated and one “freight only” invoice will be generated per delivery. Rates vary by zone and weight.
  - ◆ FedEx Ground and UPS Ground will be shipped prepaid and the charges will be added to each invoice.
- 100% Pre-pay
  - ◆ Customers will be charged for shipping at the time the order is placed.
  - ◆ Conestoga will estimate the weight of the order and utilize a zone freight matrix to determine freight charges.

## Customer Pick Up

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- A 2.5% handling fee (min. \$10.00 net) is added to all customer pick up orders due to staging, storage and double handling of the product. All customer pick ups must be scheduled through Customer Service at least four business hours prior to the desired pick up time. Customers picking up their own orders are asked to do so within three days of the acknowledged ship date.
- ♦ **Customers are required to schedule a pick up time with Conestoga's Customer Service Department. Warehouse hours of operation are 7:00 a.m. - 3:30 p.m. (EST), Monday through Friday.**

## Damaged and Defective Product Policies

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- Notify your Customer Service Representative within 12 business days after receipt of shipment if you receive products that are damaged, defective or in error. Submitted claims must include the following information:
  - ♦ Original order and invoice numbers.
  - ♦ A list of the defects or errors in the product(s).
- Returns of non-defective merchandise will not be accepted.
- Conestoga will ship replacements or missing items as soon as possible after a claim is reported. Replacement product(s) will be invoiced at the original product cost. A credit will be issued against the original Purchase Order once the claim has been investigated and the product has been deemed defective. In some instances Conestoga may require that the defective product be returned for inspection prior to a credit being issued, but this will not impact the lead-time of the replacement item.
- A copy of our Return Merchandise 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 in the Lead-Time Section of this manual for details.
- All replacement orders will be processed according to the customer's normal payment terms. A credit will be issued against the original order for all replacement items.

## Return Merchandise Authorization (RMA)

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- Because our products are custom manufactured from natural materials, we will occasionally ask to have incorrect products returned for quality inspection. This inspection process is necessary to identify how the issue occurred and to improve our overall quality and delivery performance.
- Your Customer Service Representative will issue a Return Merchandise Authorization (RMA) form to you via e-mail, automated fax acknowledgement or mail. This RMA form will list the products that you have identified 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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- **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 will process all claims for damaged products shipped on Conestoga's trucks.
- FedEx Ground and UPS Ground damage claims must be filed 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 the carrier.
- Common carrier claims must be filled out by Conestoga with the appropriate freight carrier. Conestoga will replace damaged items with no expedite upcharges.
- Damage must be reported within 12 business days after receipt of product. Claims for damaged products after 12 days may 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 5 business days, and the total number of items and product sizes within 12 business days. Claims filed for missing products after 12 business days may be denied.
- If any portion of a shipment is lost, 3 business days must be given to locate it.

## Customer Receiving Process

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- For Conestoga route truck deliveries, Conestoga drivers will assist you in verifying that you have received all products listed on a skid report. The skid report documents each skid number and the number of 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 properly. Conestoga will not be responsible or liable for any indirect, consequential or incidental damages or costs 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.
- 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.
- 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.
- Most wood species, particularly Cherry, 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 light colored or natural 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.
- Veneered panel doors are not guaranteed to match solid wood framing on the same door in either the raw or finished state.
- Solid wood moulding color may differ from doors of the same specie.
- Because the individual staves of the panel continue to contract and expand, lines may appear on solid wood panels and offsets may develop from one stave to another. These will not be considered defective. To eliminate the chance of stave offsets, Conestoga recommends utilizing an MDF panel option when using painted finishes.
- Vertical grain panels that exceed 22" wide by 43-15/16" high or horizontal grain panels that exceed 43-15/16" wide by 22" high in either single or multi-panel products are not warranted against expansion, warpage, cracking or open framing joints.

## Warranty Information (continued)

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- Conestoga will warrant 1-piece products against expansion, warpage or cracking if they are within the following parameters:
  - ◆ Product up to 12" wide and 21-15/16" high will be warranted if the expansion or warpage is greater than 1/8".
  - ◆ If the product measures between 12-1/16" to 22" in width, or 22" to 43-15/16" in height, it will be warranted if the expansion or warpage is greater than 1/4".
  - ◆ Any 1-piece product exceeding 22" in width or 43-15/16" in height will not be warranted.
- All solid wood 3-piece drawer fronts over 44" wide or 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.
- Allowable tolerances of bow, warp or twist for single panel, multi-panel, frame only and mullion doors are as follows:
  - ◆ Single panel up to 26" wide and 48" high = 1/8".
  - ◆ Multi-panel up to 26" wide and 48-1/16" to 64-15/16" high = 1/4".
  - ◆ Multi-panel up to 26" wide and 65" to 83-15/16" high = 5/16".
  - ◆ Single panel, single opening frame only and mullion doors over 26" wide and 48" high will not be warranted (mullion lites not to be included in opening count).
  - ◆ Any door exceeding 26" wide or 83-15/16" high will not be warranted.

## Finishing Warranty Information

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- Conestoga's finishes carry a one year limited warranty against peeling, blistering or cracking, but no warranty against discoloration. Conestoga assumes no responsibility for damages or poor color match when finish is applied by the customer.
- Most wood species will naturally darken with age. Conestoga will not be held liable for the change in appearance of any product, finished or unfinished, due to this aging process.
- Conestoga recommends that a finished sample door be ordered prior to ordering any finished job. We do not suggest ordering large or complex finished product based on small sample swatches.
- Conestoga has established an acceptable range of color for finished products. Orders placed over an extended period of time may vary in color due to the natural aging of the finished substrate and slight variations from batch to batch in finish materials. These variations will not be considered defective and will not be warranted by Conestoga.
- Conestoga's finish materials are interior grade only and not intended for exterior use. Exposure to outdoor conditions will cause failure and will not be warranted.
- Due to the many variables involved in any finishing process, Conestoga assumes no responsibility if products stained by the customer using the DuraGuard System do not produce an exact match to prefinished products purchased from Conestoga.
- Painted or opaque finishes are not recommended on mitered designs. To reduce the chance of joint separation, Conestoga recommends using an MDF panel option with painted finishes.
- Veneers will absorb stain differently than solid wood. The mismatch of solid wood and veneers is not considered defective.