

## 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 with 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.

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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 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.**

## Damaged and Defective Product Policies

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- Notify Customer Service 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 Customer Service, 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.
- Customer Service 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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- **If a Common Carrier or freight shipment contains a damaged package or skid, the freight bill must be marked "DAMAGED". Both the receiving customer and delivery person must sign the freight document. If the freight bill contains no notation of damage, or is lacking the appropriate signatures, the freight carrier will deny the claim. Pictures of both the damaged box and/or pallet and the damaged product inside are necessary to file a claim with a carrier.**
- Conestoga will process all claims for damaged products shipped on Conestoga's trucks and our preferred common carriers (Ward, FedEx Freight, AAA Cooper and Averitt Express).
- Common carrier claims must be filled out by Conestoga with the appropriate freight carrier. Conestoga will replace damaged items with no expedite upcharges.
- FedEx and UPS Ground damage claims must be filed by Conestoga and will be paid to Conestoga. Valid claims will be credited to the customer. All packaging materials and damaged product must be retained by the customer for inspection or collection by the carrier.
- Damaged product must be reported within 12 business days after receipt of product. Claims for damaged product 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, sapwood, 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 on the interior corners of the door for up to 1/3 of framing width. This is to allow for the expansion/contraction due to seasonal changes.
- 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 stave lines 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.