

Terms & Conditions

Thank you for purchasing Woodville Cabinetry® cabinets from KC Kitchen & Bath. Please read the following guidelines to ensure complete satisfaction with your orders.

Product Orders

While we strive to fulfill all orders, KC Kitchen & Bath cannot guarantee the availability of any particular product. KC Kitchen & Bath reserves the right to discontinue the sale of any product listed at any time without notice. Customers are responsible for the arrangement and payment of any shipping and handling charges and state and local sales or use taxes that may apply to an order.

Order Storage

A completed order can be stored for at most 7 days. Storage fees may apply.

In-Store Pickup

If you are planning on picking up your order in-store, you must have a copy of your invoice. Pickup is available from Mon. to Sat. from 8:30 a.m. to 5:00 p.m. Arizona Time.

* Thoroughly inspect all products. KC Kitchen & Bath cannot be held responsible for any damages or shortages once product(s) leaves our possession.

Shipping

KC Kitchen & Bath is not responsible for all outgoing and return shipping costs. Customers shall order their own freight carrier. KC Kitchen & Bath cannot be held responsible for any damages or shortages. The carrier is responsible once the product leaves our possession.

Tips & Hints

a) When your order arrives, ensure the quantities match what you ordered. To guarantee customer satisfaction, please make note of the following when receiving your order: b) Visually inspect the condition and entirety of the shipment, and make sure to note missing items or damaged materials. The order confirmation email you received lists all the materials and quantities you ordered. You will need to examine the shipment and count each item to make sure everything ordered has been received. c) **DO NOT** let the driver leave until you have verified the material received is in good condition and that all material has been accounted for. Any damaged or missing items must be noted on your delivery receipt. And in such cases, you will be required to file directly with the carrier.

Cancellation of Orders

Orders cancelled prior to shipping can be cancelled without penalty. If you decide to cancel an order, please call KC Kitchen & Bath immediately. Once an order has been loaded and is en route to the shipping address, KC Kitchen & Bath will charge all applicable shipping fees as part of the return. The customer is solely responsible for all outgoing and return shipping costs. Any items returned and refused shipments are subject to a 25% restocking fee.

Refused Orders

If you refuse to accept an order, KC Kitchen & Bath will charge all applicable shipping fees as part of the return. The customer is solely responsible for all outgoing and return shipping costs. Any items returned without return authorization, including cancelled orders and refused shipments, are subject to a 25% restocking fee.

Return & Exchange

Returns and Exchange must be filed within 7 business days of when the customer receives the product. An authorization number will be issued at the time of file. You may only return resalable items to KC Kitchen & Bath. A 25% restocking fee will be charged on all returned or exchanged item(s). There are some items that are non-returnable. KC Kitchen & Bath does not accept discontinued, special ordered, used and opened box product(s) for return. Product(s) have been verified as defective can be exchanged. Please call KC Kitchen & Bath for authorization. You are responsible for all original and return shipping costs. After KC Kitchen & Bath receives the returned product(s), please allow 48 hours to process the return. Your refund will be provided by the same method you originally used to order the product(s). Any items returned, including cancelled orders and refused shipments, are subject to a 25% restocking fee.

Initial _____

IMPORTANT INFORMATION -PLEASE READ CAREFULLY

Installed Merchandise:

KC Kitchen & Bath is not responsible for product defects or damages, property damage, or lost labor costs due to faulty installation. It is the responsibility of the customer to validate the credentials, references, insurance, and certification before any work begins. Claims for damage or shortages must be made upon receipt of the product(s). Thoroughly inspect all products before installation as use will constitute acceptance. Installed cabinets, accessories, and components are considered the property of the owner/installer and cannot be exchanged or returned for any reason.

Warranty Claims

Products are solely under the discretion of the manufacturer. We will help you resolve any questions about a warranty and, when there is a legitimate claim, assist you in resolving any issues.

Defective Claims

If you receive a defective item or find defects on products, please call or email KC Kitchen & Bath within 7 business days upon receipt. Follow the steps below so that your claim can be processed in a timely manner.

Indicate:

Order number and name on the account

Brief description of the problem

Contact information (email address/working phone number)

Preference for either credit or replacement

Send 4-6 digital pictures clearly showing the problem

If pictures are not enough, a third party inspector may be recommended to physically inspect the reported defect. An inspection fee of \$225 will be charged to the customer and refunded should the inspection report prove that the issue is indeed a manufacturing defect, bring in the defected item for replacement.

Conditions

Taking into consideration the many variables in shipping, we strongly recommend that you do not schedule your installer until after you have received your order in its entirety. Manufacturing times, weather, supply-demand conditions, and replacement shipping for damaged items are just some of the instances that may delay your order. Please schedule your install to ensure you have allocated enough time to receive your order. We cannot be held liable for failure to meet scheduled install dates due to delivery.

Inspect all cabinets and miscellaneous parts when pick up or upon receipt. Be sure to count the number of cabinets against your sales receipt to ensure your order is complete and report any concealed damage to freight carrier on delivery or at the time of pick-up.

There will be a restocking fee of 25% on each product if you find any wrong sizes of the product that you order with your measurement provided to us. No return or exchange on special or custom made product orders. No returns or exchanges on open box product(s).

All orders must be pay in full at the time of pick-up. \$35.00 and all legal fees will be charged for returned check.

Cleaning & Care

Dust cabinets frequently with a soft lint-free cloth. You can dampen the cloth slightly with water or a spray-type dust remover. Clean spills immediately. Wipe out water spots immediately to avoid damage over time. Use a clean cloth and mild soap if necessary. Wipe dry with a clean soft cloth. There are a number of products available for your wood cleaning needs. We recommend that you wash and polish cabinets once or twice each year. Use a light coat of quality furniture polish.

NEVER use detergents, soap pads, or steel wool on your cabinetry. These harsh abrasives will mar the wood finish. Additionally, we recommend that you avoid the use of paste wax and polishes that contain silicone; the wax build up is difficult to remove and will leave a residue that attracts dust.

Initial _____

Warranty

One Year Limited Warranty This warranty covers only parts and materials of the products supplied by the manufacturer. Not covered under this warranty are counter tops, appliances, plumbing fixtures, etc. or the costs, including labor, to remove and reinstall materials and related components such as fittings, appliances, etc. The warranty is only applicable to products used in residential within the United States. A dated sales receipt as proof of purchase is required to obtain benefits from this warranty and is not transferable to subsequent owners. KC does not assume responsibility for any undertaking, representation, or warranty made by any retailer seller, its agents, salesman, representative, employees, or any other persons.

Natural woods may vary in color and characteristics, and exhibit subtle changes as they age. For example, white painted face frames may eventually have visible cracking around the joint area and cabinet colors may crack or lighten overtime. Sunlight, smoke, household cleaners, and other environmental conditions may also affect the color over time. These variations are considered to be the nature of the material in relation to their environment exposure, and are not covered under this warranty.

This warranty shall be void if the product is in any way modified, improperly installed, or damaged during the installation. Damage resulting from products being installed in areas subject to abnormal heat, ultraviolet rays, extreme cold, dryness, humidity, direct sunlight, fire, collision with foreign objects, corrosive atmospheres, hail, ice, exposure to moisture, exposure to extreme temperatures, or the effects of normal wear and tear and any other Act of God or occurrences beyond the control of KC Kitchen & Bath.

The replacement(s) are contingent upon the current product offerings of styles and construction options within the Woodville Cabinetry ® product line at the time of the warranty claim. If a warranty claim is filed after a Woodville Cabinetry ® product becomes obsolete, KC Kitchen & Bath reserves the right to refuse the warranty.

If parts or components are replaced, the manufacturer **cannot** guarantee that the finish of these replacements will exactly match the finish and appearance of the components in the residential application. This is due to the changes that occur during the natural aging process of wood, affecting its color and grain.

This agreement is governed by the laws of the State of Arizona and any suit or related action to this agreement will take place in Maricopa County, Arizona, U.S.A.

In submitting the foregoing Account Agreement, which I, the Undersigned, have carefully read. I certify that the information set forth is true and complete. By signing this document, I, the Undersigned accept all the terms and conditions above.

Company Name

Title

Print Name

Signature

Date