

ORDERING POLICIES

PLACING YOUR ORDER

ProCraft Cabinetry accepts written orders only and may be submitted using the ordering form located in the back of this catalog. You may also send an email with a list of items as long as ProCraft's nomenclature is used.

ORDER PROCESSING

If you have any questions or concerns, every Dealer account has a dedicated Client Services Representative that your orders may be submitted to. Once an order has been submitted you will receive an order acknowledgment with an estimate for you to review. Estimates must be approved, in writing, before the order will be processed.

ORDER CHANGES

Change orders are not permitted once an order has been approved. Orders may be canceled up until the order has been picked from inventory. All canceled orders are subject to a 25% restocking fee. The change order must be submitted as a new order and will be placed at the beginning of the order processing queue.

SHIPPING

Deliveries will incur additional charges which will be included separately on your estimate. When you are submitting your order, specify whether it will be a pickup or delivery order, along with the delivery location and address. Someone must be present at the time of delivery to receive and sign for the order. ProCraft schedules orders as they are received. Rush orders may incur additional charges.

SCHEDULE FOR SHIPPING

ProCraft schedules orders as they are received. Rush orders may incur additional charges. Shipping is not included in the price. A shipping price will be provided for you in addition to your order price.

RECEIVING POLICIES

CHECK YOUR ORDER

Someone must be present at the time of delivery to receive your order. It is your responsibility to inspect your order for any missing items or visible damage. Any missing items or damaged packaging must be notated on the BOL or delivery ticket before signing any paperwork from the driver. If the BOL is electronic, be sure to request the driver to allow you to add notes on the device before signing. Report any issues to your ProCraft Cabinetry Representative immediately with clear and visible photos of the damaged products and your copy of the Bill of Lading. ProCraft is not responsible for loss or damage that occurs during shipment after you give the carrier a clean receipt. All damages caused during delivery are not covered under warranty. Concealed damages must be reported within 48 hours of delivery.

MISSING ITEMS

If there are items missing from your order, ensure to get a copy of the Bill of Lading and clearly notate which components are missing.

DAMAGES

Please inspect all boxes for visible damage in the presence of the carrier representative. Report any issues to your ProCraft Cabinetry Representative immediately with clear and visible photos of the damaged products and your copy of the Bill of Lading. ProCraft is not responsible for loss or damage that occurs during shipment after you give the carrier a clean receipt. All damages caused during delivery are not covered under warranty.

WARRANTY & DISCLAIMER

ProCraft Cabinetry ("**We**" or "**Us**") warrants to the first Residential Purchaser ("**You**" or "**Your**") a Five-Year Limited Warranty that warrants any product manufactured by Us and sold only in the United States to be free from any unnatural or unavoidable defects, under normal residential usage, which cannot be satisfactorily abated by You. This warranty is effective for cabinetry purchases on or after January 1st, 2019.

Who is a Residential Purchaser? Under this limited warranty, a "**Residential Purchaser**" means any of the following:

- A person who purchases Product and is installed in a dwelling that is owned and used as a primary or secondary home.
- A person or business (Builder/Contractor/Developer) that purchases product and is installed in a dwelling by that person or business on behalf of the Owner of the dwelling. In such case, this Limited Warranty may be transferred to the Owner of the dwelling if used as a primary or secondary home by Owner.

What the Limited Warranty Covers

We may elect to repair, replace and/or modify, at our option, any component(s) which has/have been proven to be defective and unable to serve its/their intended purpose (under normal installation, condition and use) by Us. The following parts are covered by this warranty:

Door Frames, Door Fronts, Cabinet Shelves, Roll Out Trays, Base End Panels, Cabinet Doors, Drawer Glides, Shelving Clips, Cabinet Accessories (toe kick, molding, etc.), Cabinet Boxes

What the Limited Warranty Does Not Cover

- Deterioration/discoloration due to normal use
- Natural color variations in stained cabinetry
- Replacement of cabinetry or cabinetry parts that have been used for purposes outdoors
- Replacement of cabinetry or cabinetry parts that have been altered or modified from their original purpose, misused, neglected and/or not well-maintained
- Damage during transit
- Storage procedures that exceed the guidelines We recommend

WARRANTY & DISCLAIMER

- Labor costs associated with warranty claim (installation and/or removal)
- Transportation and/or installation of defective, repaired and/or replacement product(s)
- Service calls to retrieve the defective product(s) from You to Us.
- Damage by causes outside of our control (flood, fire, or other acts of God)
- Cabinets installed in areas that are outside the recommended storage temperatures (50-85°F)

DISCLAIMER

Wooden cabinets will expand and contract due to environmental conditions outside of our control, such as humidity. If a door appears warped less than ¼ inch, You agree to let it hang in its original position for one season before a claim is made. This will allow for the proper cabinet setting to take place as it can vary depending on the environment the cabinetry is located in.

HOW TO FILE A WARRANTY CLAIM

To initiate a claim, please contact the ProCraft location that supplied you with Your original order. Please have the original invoice number with you at the time you make a claim. All warranty claims are subject to inspection by Us. You understand that replacement parts may vary in their natural color variation from those which were originally supplied to You.

IMPLIED WARRANTY

This Limited Warranty serves as the sole warranty for ProCraft in lieu of any and all other warranties both oral and implied—including Warranty of Merchantability and Fitness for a Particular Use.

REPLACEMENTS & RETURNS

DOCUMENT YOUR ITEMS

You need to receive any damaged components that arrive—do not reject any items. All concealed damaged items must be reported within forty-eight (48) hours after the product has been delivered. All claims should be reported to your ProCraft Cabinetry location via your Representative by sending the order information regarding the issue and pictures showing the damage.

FILING A CLAIM

To file a claim, submit the claim form located in the back of this catalog along with pictures of the damage. All claims will need to be authorized by ProCraft prior to return shipment. Products that have incurred damage due to user error are replaced at the client's expense and will not be refunded under any circumstances.

RETURNS

Returns accepted on RTA cabinetry are subject to a 25% restocking fee of the order total. Boxes must be unopened, clean, and unmarked. Returns will be credited only upon return and inspection of product when it arrives back to ProCraft. Assembled/installed cabinetry is considered to be custom built and is therefore nonreturnable. We cannot accept returns on any pieces of trim (this includes all types of molding, toe kick and plywood panels). We will not process any returns if the product returned is missing or incomplete from the original shipment. Returns must be submitted within 30 days of delivery.