**Direct Cabinet Supply Company Policy**

* Payment can be made by Credit Card, Debit Card, Check, Wire transfer, Direct Deposit, or Zelle.
* Layout will be approved by customers before we start an order, and customers should always review and confirm the sales order.
* Customers should inspect the order and sign at the bottom of the packing slip when picking up an order. We are not responsible for any missing items after pickups.
* Customers need to inspect the cabinets before installation. Damaged or altered cabinets will not be credited or exchanged after the installation.
* We do tailgate delivery only. We are not responsible for unloading and moving the cabinets from the truck into the house.
* There is a delivery fee.
* Cabinets can be returned only in their original and resalable condition within 30 days of purchase and are subject to a 25% restocking fee.
* We do not replace cabinets or cabinet parts if they are installed, altered, or assembled outside of Direct Cabinet Supply.
* To file a replacement claim, it is required to send us a picture of the whole cabinet and the damaged part.
* We do not offer any replacement after 30 days from the receiving date.
* For assembled cabinets, we offer a 7-day free storage period after the scheduled date. After that, we charge $50 per day to store in our warehouse.

**Expenses**

These expenses may include, but are not limited to, cost of removal and re-installation of product, labor expenses, etc.

The variation in color and grain pattern in wood adds to its natural beauty and is not considered an imperfection. Environmental factors, including but not limited to artificial / natural light, moisture, cleaners, smoke, etc., may cause the darkening or mellowing of a cabinet over time. This is a natural process and can be expected. This warranty does not cover the natural aging or darkening / mellowing of wood color, the inherent growth characteristics of, or variation in wood.

A natural wood product is prone to expand and contract leading to warping and cracking. Paint will crack and peel when wood swells and shrinks. These circumstances are beyond our control. We are not responsible for the relative humidity that may exist in your current climate or in individual homes that will lead to these problems. As a result, cabinet lines with painted surfaces may show fractures in the paint at joints. This is normal and is not considered a defect. Unless there is a manufacturing defect, Direct Cabinet supply will not replace doors under these circumstances.

Warping of less than 1/4” is not considered a defect. Cabinet glass doors carry no guarantee against warping.

This guarantee does not apply to costs incurred after the product leaves our facility. The purchaser agrees to let doors that are warped 1/4’’ or more to hang for two seasons before replacement is requested. Typically, a door will return to it’s normal flat position once it is acclimated to temperature and humidity conditions. Prior to request a replacement for a warped door, please be sure the door has been installed properly.

This warranty is valid only in the United States of America and is not transferable. All implied warranties are limited in duration to the shorter of the period provided by law or the period of this warranty. To the extent permitted by law, this warranty excludes special, incidental, or consequential damages. Some states do not allow the exclusion or limitations of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights; you may have other rights which vary from state to state. To exercise this warranty, please contact Direct Cabinet Supply. Report, in writing, to Direct Cabinet Supply about all defects claimed and include proof of purchase documentation.