CLASSIC WOODWORKING & VANITY INC.
FINE CUSTOM CABINETRY · EST. 1997

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Warranty & Care Guide

PREPARED FOR	EDITION	REVISED	KEEP WITH
The homeowner	2026	September 2026	Your home records

This guide explains how to care for your cabinetry, what the warranty for your series covers, and what to expect from natural materials over time — so your investment is protected for years to come.

YOUR WARRANTY AT A GLANCE

Signature Series

Built in our shop on our CNC, with Blum hardware, made to your sizes

5 years
On the doors, drawer fronts and panels

5 years
On the carcass — boxes, backs, shelves, drawer boxes

Lifetime
On the Blum hinges and slides — Blum's own warranty

100%
On the installation, at our cost, on the day we install it

Select Series

Our preset-size line, in your chosen colours and door styles

1 year
A limited warranty from Classic Woodworking & Vanity on the cabinets — 12 months from the date of purchase

1 year
On the door hinges and drawer slides, from the date of purchase

100%
On the installation, at our cost, on the day we install it

Your quote and invoice name your series. In both series the fix itself is free, and free if you do it yourself; if we come out to do it, it is **$550.00** plus HST per visit (Section 02). There is no free return visit. The full terms follow in Section 02.

WHAT'S INSIDE

Contents

01	Welcome	A NOTE FROM OUR WORKSHOP
—	Order, Acceptance & Site Policy	PLEASE READ
02	Limited Warranty Overview	BOTH SERIES · COVERAGE & TERMS
03	Painted MDF Care & Warranty	MATERIAL GUIDE
04	Wood Veneer Care & Warranty	MATERIAL GUIDE
05	White Oak Care & Warranty	MATERIAL GUIDE
06	Solid Wood Care & Warranty	MATERIAL GUIDE
07	Reeded Panel Care & Warranty	MATERIAL GUIDE
08	Quartz Countertop Care	SURFACES
09	Sink Care	FIXTURES
10	Faucet Care	FIXTURES
11	Hardware Warranty	MECHANISMS
12	Installation Warranty	WORKMANSHIP
13	Moisture & Water Damage	CRITICAL EXCLUSION
14	Environmental Requirements	HUMIDITY & TEMPERATURE
15	What Is Not a Defect	NATURAL VARIATION
16	Warranty Exclusions	NOT COVERED
17	Service Request Process	HOW TO MAKE A CLAIM
18	Client Maintenance Checklist	KEEP IT BEAUTIFUL
19	Frequently Asked Questions	26 COMMON QUESTIONS
20	Legal Notes & Limitations	TERMS THAT GOVERN

Reference forms — Quick Reference Care Sheet, Warranty Registration, Warranty Claim and Service Request — follow Section 20.

SECTION 01 · A NOTE FROM OUR WORKSHOP

Welcome

Thank you for choosing Classic Woodworking & Vanity. It is a privilege to build for your home.

We make kitchens, vanities, built-ins and millwork in two series. Our **Signature Series** is our own cabinetry, built in our shop on our CNC, with Blum hardware, and made to your sizes — cut, assembled, finished and installed for your space and no one else's. Our **Select Series** is our preset-size line, in the colours and door styles you choose, and we install it with the same care. Your quote and your invoice name your series.

Cabinetry and countertops are made largely from natural materials — wood, wood veneers, engineered wood panels and stone — chosen for their beauty and longevity. They reward a little understanding and care. Wood and stone are living, responsive materials. They expand and contract gently with the seasons, deepen and shift in tone as they age, and carry the natural grain, figure and veining that make each piece unique. These qualities are not flaws — they are the character of natural materials, and they are precisely why no two installations are ever identical.

> **HOW TO USE THIS GUIDE**
>
> This guide does two things. First, it shows you how to care for your cabinetry, countertops and hardware so they perform beautifully for decades. **The care instructions are the same for both series.** Second, it sets out clearly what the warranty for your series covers, what it does not, and how to request service. Where the two series differ, we say so. Reading it now — and keeping it with your home records — is the single best way to protect your investment.

Please complete and return your Warranty Registration Form (following Section 20) within 30 days of installation, so we have your details on file.

PLEASE READ — BINDING TERMS

Order, acceptance & site policy

THESE TERMS ARE BINDING AND ARE AGREED AT THE TIME OF ORDER CONFIRMATION

The following policies form part of your contract with Classic Woodworking & Vanity Inc. and apply to every order. Please read them carefully before confirming.

01 All sales final — no refunds, no exceptions

Once your order is confirmed, it is released into production. **All sales are final.** There are no refunds, no cancellations and no exceptions once confirmation is placed. Your cabinetry, in either series, is ordered for your job and cannot be restocked or resold.

02 Inspect on delivery — 7-day physical damage window

Inspect every product on delivery, before installation. **If you see a problem, do not install the product** — once it is installed it is deemed accepted and Classic Woodworking will not be held responsible for any damage. **All claims for physical damage to a vanity or other product must be made within 7 days of receiving it.** Photograph any concern and contact us immediately (this 7-day window is for visible/physical damage on receipt; latent defect claims follow the warranty terms in Section 02). When Classic installs, anything that does not fit, breaks or goes wrong while we are setting it is ours to make right — on the day, at our cost (Section 12).

03 No returns after installation — regardless of fault

Once a product has been installed, it is **deemed accepted.** We do not take back, exchange, credit or refund any installed product — **no matter who is at fault.** Where a genuine defect is covered by the Limited Warranty, your sole remedy is repair, refinishing or replacement of the affected component (see Section 02). A covered defect is never grounds for a return or refund.

04 Cut or drilled = non-returnable

Any product that has been **cut, drilled, bored, trimmed, modified or altered in any way** — including countertops cut for sinks or faucets, panels scribed or trimmed on site, and fronts drilled for hardware — is **non-returnable and non-refundable under all circumstances.**

05 Missed / aborted installation day — full day rate to return

Installation dates are reserved and crewed exclusively for your project. If our crew arrives and the installation cannot proceed or be completed for any reason outside our control — an unready site, no safe access, incomplete work by other trades, missing power or water, or unavailable approvals — the scheduled day is forfeited. **The full daily installation rate is payable in full before we return to complete the work on a following day.**

Nothing in this policy limits the Limited Warranty for covered defects, or any consumer right that cannot be waived under Ontario law. These policies are in addition to the warranty terms set out in this guide.

SECTION 02 · BOTH SERIES · COVERAGE & TERMS

Limited warranty overview

Classic Woodworking & Vanity Inc. ("Classic," "we," "us") provides the following limited warranty to the original purchaser, subject to the terms, tolerances and exclusions set out in this guide. We make cabinetry in two series, and each series has its own warranty. **Your quote and your invoice name your series.** This edition applies to orders confirmed on or after 23 September 2026 (Select Series: 25 September 2026; Section 20).

Warranty periods — the two series side by side

COMPONENT	SIGNATURE SERIES Built in our shop, made to your sizes	SELECT SERIES Preset sizes, your colours and door styles
Doors, drawer fronts & panels	5 years — material, finish & workmanship	1 year from the date of purchase — materials & workmanship
Carcass — boxes, backs, shelves & drawer boxes	5 years — and the way they are built	1 year from the date of purchase — materials & workmanship
Hinges & slides	Lifetime on Blum hinges, slides & lift systems — Blum's own warranty (§11)	1 year from the date of purchase (§11)
Installation	100%, at our cost, on the day (§12) · same in both series	
Coming out to fix it	The fix is free; free if you do it yourself; **$550.00** plus HST per visit if we come out (§12)	The new part is free; free if you fit it yourself; **$550.00** plus HST per visit if we come out (§12)
Commercial or rental use	1 year on all components — replaces the 5-year terms	Not covered — homes only
Quartz countertops	Fabrication: 1 year · Slab: per manufacturer (§08) · same in both series	
Manufacturer-supplied products (sinks, faucets, appliances)	Pass-through to manufacturer · Installation as §12 · same in both series	

Signature Series: the lifetime term on Blum hinges, slides and lift systems is Blum's own manufacturer warranty, direct from Blum (§11). Under commercial use, Blum hardware stays on Blum's own terms.

AS PRINTED ON SIGNATURE SERIES QUOTES FROM 2 NOVEMBER 2026

Signature Series warranty

Your cabinetry is our **Signature Series**: built in our own shop on our CNC, with Blum hardware, and made to your sizes. It carries our full warranty, from the day we finish installing.

WHAT WE COVER

5 years on the doors, drawer fronts and panels — our material, our finish and our workmanship.

5 years on the carcass — the boxes, backs, shelves and drawer boxes, and the way they are built.

Lifetime on the Blum hinges and slides, direct from the manufacturer.

100% on the installation itself, at our cost, on the day we install it. If anything does not fit, breaks or goes wrong while we are setting it, we make it right.

The fix itself is free — parts, materials and the repair. If you do it yourself, it costs you nothing; if we come out to do it, it is **$550.00** plus HST per visit.

WHAT IS NOT COVERED

Movement or cracking from humidity outside the normal range for a finished room.

Water damage: a leak, standing water, or damp left sitting on the finish.

Colour change from sunlight.

Everyday wear — scratches, dents, chips and burns.

Hanging on doors, or overloading a shelf or drawer.

Anything altered, refinished, moved or re-installed by someone else.

Building movement after installation — settling floors, shifting walls.

AS PRINTED ON SELECT SERIES QUOTES FROM 2 NOVEMBER 2026

Select Series warranty

Your cabinetry is our **Select Series**, and it carries a limited **1-year warranty from Classic Woodworking & Vanity**: 12 months from the date of purchase. It is for the original purchaser, for cabinetry in a home, cannot be transferred and applies in Canada. To make a claim, write to us with your proof of purchase.

WHAT WE COVER

1 year on the cabinets, the door hinges and the drawer slides, against defects in materials and workmanship.

100% on the installation itself, at our cost, on the day we install it. If anything does not fit, breaks or goes wrong while we are setting it, we make it right.

The new part is free. If you fit it yourself, it costs you nothing; if we come out to do it, it is **$550.00** plus HST per visit.

WHAT IS NOT COVERED

- Anything after 12 months from the date of purchase.
- Normal wear and tear.
- Accidents, misuse or abuse.
- Lack of care and maintenance, and acts of God.
- Anything altered or modified, or handled, stored or installed by someone else.
- Damage from the surroundings: moisture, light, smoke or cleaning products.
- Natural colour differences in wood, and wood that ages, darkens or mellows.
- Differences in a hand-applied glaze.
- Paint that cracks along the joints of painted doors and panels.
- Cabinetry used anywhere other than a home.

Both series

RESIDENTIAL COVERAGE

Applies to cabinetry installed in a private, owner-occupied home — a house, townhouse or condominium unit — used for normal household purposes. The terms above are the residential terms — the fullest coverage in each series.

COMMERCIAL COVERAGE

Signature Series: any rental, hospitality, retail, office or other commercial or income-producing setting carries a flat **1-year** limited warranty on all components, replacing the 5-year residential terms; Blum hardware stays on Blum's own terms. **Select Series:** not covered — homes only.

UNHEATED OR EXTERIOR SPACES

The wood components of cabinetry in an unheated or exterior space — porches, garages, unheated cottages — are not covered, in either series (see §14).

WHICH SERIES YOU HAVE

Your quote and your invoice say **Signature Series** or **Select Series**. Not sure? Call us and we will look it up.

Transferability

This warranty extends to the **original purchaser** and is **non-transferable**, except as set out here.

Signature Series: the 5-year terms belong to the original purchaser and end on sale, lease or transfer of the property. A subsequent owner may be eligible for a limited **1-year transferred warranty** on workmanship and finishes only, at Classic's sole discretion, with written notice within 30 days of transfer and the original registration on file.

Select Series: the 1-year warranty is for the original purchaser and cannot be transferred to a new owner.

Warranty start date

Signature Series: coverage begins on the date of **substantial completion of installation** — the day we finish installing — or delivery for supply-only orders; where installation is delayed by the customer, it begins when product is delivered or made available. **Select Series:** the warranty runs **12 months from the date of purchase**. In both series, the 100% installation promise covers the day we install, and registration does not change the start date.

Warranty claim process — in brief

To make a claim, call us, or send the Service Request Form or the Warranty Claim Form (both follow Section 20) with photographs, within the applicable warranty period and within **30 days of first discovering** the issue (full procedure in Section 17). **Select Series:** a claim is made in writing, with your proof of purchase.

IMPORTANT — SOLE & EXCLUSIVE REMEDY

Where a valid defect is confirmed, Classic's obligation is limited, at our option, to **repair, refinish or replace** the affected component with the same or a comparable product. This is the customer's sole and exclusive remedy. Classic is not liable for removal/reinstallation of unrelated items, countertop disconnection/reconnection, plumbing, tile, backsplash, flooring, painting, or any incidental, indirect or consequential damages, except where such limitation is prohibited by law. See Section 20.

SECTION 03 · MATERIAL GUIDE

Painted MDF care & warranty

Painted MDF (medium-density fibreboard) door and panel components give the smoothest, most uniform painted surface available and are an excellent, dimensionally stable choice. They are not immune to the natural behaviour of a painted, jointed product.

What to expect — and why

Seasonal expansion & contraction. All cabinetry moves slightly as indoor humidity rises in summer and falls in winter. Painted doors are no exception.

Hairline cracking at joints. Five-piece and mitred painted doors have glue joints between rails, stiles and panels. As the components move seasonally, a fine hairline may appear in the paint along these joints. This is an inherent, industry-wide characteristic of painted jointed doors — not a finish failure.

Colour over time. Painted finishes — particularly whites and off-whites — may mellow or shift subtly with age, UV exposure and cooking/airborne residue. Different sheens and lots can vary slightly.

CLEANING

Wipe with a soft, damp microfibre cloth and dry immediately. For heavier soil, use a mild dish-soap solution. Never use abrasive pads, scouring powders, "magic eraser" melamine sponges, ammonia, bleach, solvents, citrus or pine cleaners, or wax/polish products — these dull, etch or strip the finish.

MOISTURE LIMITATIONS

Wipe spills, splashes and condensation promptly. Do not allow water to stand on or behind doors, near the dishwasher, or along sink runs. Standing water and steam will eventually swell MDF and lift paint — this is not a covered defect.

COVERED

Signature Series 5 years · Select Series 1 year

- Peeling, blistering or delamination of the paint from a defect in materials or workmanship
- Adhesion failure not caused by moisture or impact
- Workmanship defects in door construction

NOT COVERED

Either series · tolerances in §15

- Hairline cracking at joints (normal movement)
- Moisture/steam swelling or water damage
- Colour change, fading, yellowing over time
- Damage from improper cleaning or impact

SECTION 04 · MATERIAL GUIDE

Wood veneer care & warranty

Wood veneer is genuine wood — a thin layer of real timber bonded to a stable substrate. It delivers the authentic look and figure of solid wood with superior dimensional stability, and it carries the same natural variation.

Natural characteristics to expect

Grain & figure variation from sheet to sheet and door to door — including cathedral, straight and rift grain within the same species.

Colour variation between panels, and gradual colour change with sunlight: most woods warm, amber or deepen with UV exposure, and an area shaded by an appliance or window treatment may age at a different rate.

Seasonal movement and minor humidity response, though less than solid wood.

Mineral streaks, pin knots, mild pith and small natural inclusions consistent with the selected grade of wood.

COVERED

Signature Series 5 years · Select Series 1 year

- Delamination / lifting of veneer from a defect in materials or workmanship (§02)
- Workmanship defects in veneer layup

NOT COVERED

Either series

- Natural grain, figure & colour variation
- Colour change / darkening from sunlight and age
- Moisture, heat or steam damage
- Veneer used as a "match" to existing or future product

CLEANING & MAINTENANCE

Dust with a soft dry or barely-damp microfibre cloth, following the grain. Dry immediately. Avoid silicone-based polishes, oils and wax, which build up and complicate future refinishing. Keep veneer out of direct, sustained sunlight where possible, and rotate or remove window-side small appliances occasionally so the surface ages evenly.

SECTION 05 · MATERIAL GUIDE

White oak care & warranty

White oak is prized for its open, characterful grain and warm tone. Whether in solid or veneer form, it is among the most beautiful — and most naturally expressive — materials we work with.

What to expect over time

Colour change. White oak ambers and warms as it ages and is exposed to light. A "rift & quartered" door and a "plain-sawn" door will read differently, and tone will continue to evolve for the first year or two especially.

Grain variation. Expect prominent, varied grain, ray fleck (in quartered cuts), and natural colour streaking. This is the defining quality of white oak, not a defect.

Wood movement. Solid white oak components expand and contract noticeably with the seasons. You may see panels reveal a thin unfinished line at the edge in dry months as the panel contracts within its frame — this is intentional and correct.

UV exposure. Strong direct sun accelerates and can unevenly drive colour change. Use window coverings on sun-exposed runs where even ageing matters to you.

> SET EXPECTATIONS EARLY
>
> Because white oak is so individual, we encourage customers to embrace its movement and patina. Samples and showroom doors represent the species, not an exact colour guarantee for every door. Natural variation in tone, grain and ray fleck is expressly not a defect.

CARE

Clean as for veneer/solid wood: soft cloth, with the grain, dry promptly, no silicone polishes or harsh chemicals. Maintain stable indoor humidity (§14) to minimize seasonal movement.

SECTION 06 · MATERIAL GUIDE

Solid wood care & warranty

Solid wood is the most traditional and most responsive material in cabinetry. It is engineered into floating-panel doors and frames specifically so it can move without splitting.

Normal behaviour of solid wood

Expansion & contraction across the grain with seasonal humidity — wood grows in humid months and shrinks in dry ones.

Panel movement. Centre panels are deliberately left "floating" within rails and stiles. In dry months a fine unfinished edge may appear where the panel contracts; in humid months it closes up. This is correct construction.

Joint movement. Slight seasonal opening at glue and joinery lines may occur and typically self-corrects.

Tone & grain variation board to board, including colour streaking and knot character to grade.

DEFECT VS. NATURAL CHARACTERISTIC

NATURAL — NOT A DEFECT	REVIEWABLE AS A DEFECT
Seasonal panel shrink line; minor joint movement	A glued joint that fully separates and stays open year-round
Colour/grain variation; knots and streaks to grade	A split through a solid component not at a joint
Warp within tolerance (up to ⅛″ over 30″)	Warp beyond tolerance preventing normal operation

Wood movement, panel reveals, seasonal joint movement and warp within published tolerance are inherent properties of solid wood and are not covered defects.

SECTION 07 · MATERIAL GUIDE

Reeded panel care & warranty

Reeded (fluted) panels add architectural texture through repeated rounded ridges. Their beauty comes with a few specific care needs because of the grooves.

CLEANING & DUST

Dust collects in the channels. Clean along the direction of the reeds with a soft dry brush, a vacuum brush attachment, or a barely-damp microfibre cloth, then dry. Never scrub across the reeds with abrasive pads — this wears the high points of the finish. Keep liquid out of the grooves.

FINISH & IMPACT

The raised ridges take the brunt of contact. Avoid dragging hardware, cookware or vacuum heads against reeded fronts, and protect them during any adjacent renovation work. Touch-up of high-point wear from contact is a maintenance item, not a warranty item.

COVERED Signature Series 5 years · Select Series 1 year	NOT COVERED Either series
Defects in materials or workmanship in milling or lay-up	Wear to ridge high points from contact or cleaning
Finish defects, for your series' term on fronts and panels (§02)	Dust accumulation / cleaning neglect
	Impact, chipping and abrasion damage

SECTION 08 · SURFACES

Quartz countertop care

Engineered quartz is a hard, non-porous, low-maintenance surface — but it is not indestructible. Two warranties apply: the slab manufacturer's warranty on the material, and Classic's warranty on fabrication and installation.

Daily care

Cleaning: warm water with mild dish soap and a soft cloth. For stubborn marks, a non-abrasive surface cleaner. Wipe spills promptly.

Heat: always use trivets and hot pads. Never place hot pans, pots, slow cookers, air fryers or hot bakeware directly on quartz. Thermal shock can crack the surface and discolour the resin — and is *not* covered by any quartz warranty.

Cutting: always use a cutting board. Quartz resists scratches but knives will dull and can mark it.

Chemicals: avoid bleach, oven cleaner, drain cleaner, paint strippers, nail-polish remover, high-pH degreasers and abrasive powders. These can dull or etch the resin.

UV: some quartz is not UV-stable and may shift colour in sustained direct sun. Use coverings on sun-exposed runs and avoid quartz in fully exterior/uncovered applications.

Who covers what

CLASSIC COVERS

Fabrication 1 year · installation as §12

Fabrication defects — seam quality, edge profile, cut-out work

Level, support and secure installation

MANUFACTURER COVERS

Set by the slab maker, not by Classic

Defects inherent in the slab material

Register with the slab maker to activate material coverage; keep the certificate with this guide

Premium (top-name): typically 15 years or longer

Mid-market: typically 10–15 years

Entry / import: typically 1–10 years

NOT COVERED

By anyone

Heat / thermal-shock cracking · chips & impact damage · scratches from cutting

Chemical etching or staining · UV colour change · seam visibility within tolerance (seams are visible by nature)

SECTION 09 · FIXTURES

Sink care — kitchen & bath

Sinks and basins supplied by Classic are warranted by their manufacturer; Classic warrants only the installation, as set out in §12. Care varies by material.

KITCHEN SINKS

TYPE	CARE & WHAT'S NORMAL
Stainless steel	Rinse and dry to avoid water spotting; clean with mild soap, scrub with the grain. Fine surface scratches and patina are normal with use. Avoid leaving cast-iron, steel wool or rubber mats sitting wet on the surface (can cause surface rust spots).
Composite (granite/quartz composite)	Mild soap and soft cloth; periodic deep clean for hard-water film. Heat-shock and harsh chemicals can damage the surface. Light water spotting/whitening from minerals is normal and removable.
Fireclay	Soft cloth, non-abrasive cleaner. Very durable glaze; avoid impact from heavy pots which can chip the glaze. Fine "crazing" lines in the glaze can occur naturally over time and are characteristic, not a defect.

BATHROOM BASINS

TYPE	CARE & WHAT'S NORMAL
Vitreous china / porcelain	The most common bathroom basin. Clean with mild soap and a soft cloth; no abrasive powders or pads, which dull the glaze. Avoid dropping heavy items — impact can chip the glaze. Fine surface crazing over time is characteristic of fired glaze, not a defect.
Enamelled cast iron	Extremely durable porcelain-enamel surface. Mild soap and soft cloth; rinse and dry. Avoid abrasives and dragging metal objects, which can scratch or dull the enamel. Heavy impact can chip the enamel.
Composite resin / solid-surface	Cast resin and solid-surface basins — including the proprietary resin/solid-surface materials used by major fixture makers (e.g. Kohler-type resin and integrated vanity-top basins) and cultured marble. Clean with mild soap; non-abrasive cleaners only. Most fine scratches and dull spots can be buffed out per the maker's instructions. Avoid heat shock (hot tools/curling irons) and harsh chemicals (nail-polish remover, drain cleaners), which can mark or etch the surface.
Glass (vessel)	Tempered glass vessels — clean with a soft cloth and glass-safe cleaner; avoid abrasives and sudden temperature changes (very hot then cold water) which can stress the glass. Tighten the mounting only as specified; over-tightening can crack glass.

INTEGRATED RESIN / CULTURED-MARBLE VANITY TOPS

Where the basin is moulded as one piece with the vanity top (cultured marble or solid-surface resin), the top and basin are a single supplied unit warranted by its manufacturer. Care is as for composite resin above. The seam-free surface is a benefit; minor colour/veining variation is normal in cast tops and is not a defect.

BATHROOM VENTILATION

Bathrooms see heavy steam and humidity. Run the exhaust fan during and after showering, wipe standing water from basins and counters, and keep the room within the humidity range in Section 14. Steam and moisture damage to cabinetry, basins or tops is not covered (Section 13).

CLASSIC COVERS

Installation, as §12

Installation: secure mounting, clip/bracket support, sealed joints, and cut-outs in supplied tops.

Note: once a top has been cut or drilled for a basin or faucet it is non-returnable — see Order, Acceptance & Site Policy.

NOT COVERED

Water spotting, scratches, staining from use

Chips/cracks from impact · chemical/heat damage

Sink/basin material defects (covered by the maker)

Crazing and natural cast-material variation

SECTION 10 · FIXTURES

Faucet care

Faucet finishes are durable but chemically sensitive. Finish longevity depends almost entirely on cleaning habits. Faucets are warranted by their manufacturer; Classic warrants the installation, as set out in §12.

FINISH CARE NOTES

FINISH	CARE NOTES
Chrome	Most forgiving. Wipe with damp cloth, buff dry. Shows water spots — dry after use.
Brushed nickel	Hides spots well. Clean with mild soap, dry with the grain. No abrasives.
Brushed / champagne gold	Often a PVD or living finish — treat gently. Mild soap only; never abrasive or acidic cleaners.
Matte black	Shows water spots, fingerprints and films most readily. Dry after each use; mild soap only; absolutely no abrasives or acidic/citrus cleaners, which leave permanent shiny marks.

CHEMICAL RESTRICTIONS — ALL FINISHES

Never use abrasive pads, scouring powder, bleach, ammonia, vinegar/citrus, CLR-type descalers, or "polish" products on faucet finishes. These strip or etch the coating. Finish damage from improper cleaning is not a defect. We do not cover it, and faucet makers' warranties generally exclude it too.

SECTION 11 · MECHANISMS

Hardware warranty

SIGNATURE SERIES — BLUM HARDWARE

Signature Series cabinetry uses premium Austrian Blum soft-close hardware as standard. Blum hinges, slides and lift systems carry Blum's own limited lifetime warranty against defects in materials and workmanship under normal residential use. They are tested to extremely high open/close cycle counts and will last for many years.

SYSTEM	USE	MANUFACTURER WARRANTY
Blum CLIP top / soft-close hinges	Doors	Limited lifetime (defects)
Blum MOVENTO concealed runners	Drawers / rollouts	Limited lifetime (defects)
Blum AVENTOS lift systems	Lift-up doors	Limited lifetime (defects)

SELECT SERIES — HINGES AND SLIDES

Select Series door hinges and drawer slides carry a **1-year warranty from Classic Woodworking & Vanity**, 12 months from the date of purchase, against defects in materials and workmanship. If one fails in that time, the new part is at our cost, and free to you if you fit it yourself; if we come out to fit it, it is **$550.00** plus HST per visit (§02).

Normal wear, both series: over time, normal use may call for minor adjustment (alignment, soft-close speed, depth/height). Adjustment is a routine homeowner/maintenance task, not a defect.

SIGNATURE SERIES

Covered

- Mechanism failure from a manufacturing defect (via Blum)
- Classic labour to replace defective hardware within 1 year of install
- The fix is free; if we come out to do it, **$550.00** plus HST per visit (§02)

SELECT SERIES

Covered

- A defective hinge or slide: the new part at our cost, within 12 months of purchase
- Free if you fit it yourself; if we come out to fit it, **$550.00** plus HST per visit (§02)

NOT COVERED

Either series

- Routine adjustments, in both series
- Overloading, slamming, abuse, impact
- Corrosion from moisture / improper cleaning
- Hardware not supplied by us, or swapped in by someone else

Classic is glad to do adjustments and out-of-warranty hardware service at our standard service rate, in both series.

SECTION 12 · WORKMANSHIP

Installation warranty

When Classic installs, the installation is covered **100%, at our cost, on the day we install it** — in both series. If something does not fit, breaks or goes wrong while we are setting it, we make it right. After installation, a warranty fix is free, and free if you do it yourself; if we come out to do it, it is **$550.00** plus HST per visit. Adjusting doors and drawers is a service visit, at our standard service rate, in both series.

Classic Woodworking offers professional installation of our own products — please enquire about installation of your cabinets and countertops.

WHEN CLASSIC INSTALLS — FULL RESPONSIBILITY

When your cabinetry and countertops are installed by Classic Woodworking's own team, **Classic takes full responsibility for all measurements, defects and any product damaged during installation.** After you have inspected and accepted the finished installation, we are not responsible for damage from other causes. Defects stay covered under your series' warranty (§02).

COVERED On the day we install, plus the Signature Series visit	EXCLUDED Either series
Anything that does not fit, breaks or goes wrong while we set it — made right on the day, at our cost	Movement caused by the home (settling, framing, floor deflection)
Level, plumb and secure fastening to the structure	Damage by other trades, owner or third parties
Filler, scribe and trim fit	Adjustments, in both series — a service visit at our standard service rate
	Modifications or relocations after install

HOME-MOVEMENT EXCLUSION

Cabinetry is installed level and true. A house is not static — framing settles, floors deflect, and walls move seasonally. Misalignment, gaps or out-of-level conditions that develop because the *structure* moved are not installation defects and are excluded.

DOOR & DRAWER ALIGNMENT

Doors and drawers that do not align properly are a sign that the cabinets were not installed level and true to the back and side walls — the misalignment is to the cabinets, not the product itself. Classic Woodworking takes **no responsibility** for this condition **unless the installation was performed by a certified Classic Woodworking installer.**

SEASONAL ADJUSTMENT POLICY

Doors and drawers commonly need a one-time fine adjustment as the cabinetry and home acclimate through their first full seasonal cycle. No return visit is included in either series: adjustments are routine maintenance, and if you'd like us to do them, it is a service visit at our standard service rate. A warranty fix is free, and free if you do it yourself; if we come out to do it, it is **$550.00** plus HST per visit (§02).

MISSED / ABORTED INSTALLATION DAY

Installation dates are reserved and crewed exclusively for your project. If our crew arrives and the work cannot proceed or be completed for any reason outside our control — an unready site, no safe access, incomplete work by other trades, missing power/water, or unavailable approvals — the scheduled day is forfeited and the **full daily installation rate is payable in full** before we return to complete the work on a following day. See the Order, Acceptance & Site Policy.

SECTION 13 · CRITICAL EXCLUSION

Moisture & water damage

Water is the single greatest threat to cabinetry. Wood and engineered panels swell, delaminate, stain and warp when exposed to moisture. The following are not covered by our warranty, in either series.

NOT COVERED — EITHER SERIES

Plumbing leaks (supply or drain)	Standing water on or under cabinets
Faucet, sprayer or fitting leaks	Steam from kettles, cookers, dishwashers
Dishwasher leaks or overflow	Condensation left unwiped
Refrigerator / ice-maker line leaks	Wet/humid environments without HVAC
Flooding from any source	Mould or odour resulting from the above

HOMEOWNER RESPONSIBILITY

Inspect under sinks and around water-using appliances periodically (see Section 18), keep connections dry, and wipe spills and condensation immediately. Damage caused by water is not a defect in materials or workmanship. It is the responsibility of the homeowner and/or their property insurer.

SECTION 14 · HUMIDITY & TEMPERATURE

Environmental requirements

Cabinetry is an interior, climate-controlled product. Keep your home within these ranges. **Damage caused by humidity or temperature outside them is not covered.**

RELATIVE HUMIDITY

30% – 50%

Maintained year-round. Use humidifiers/dehumidifiers as needed.

TEMPERATURE

18°C – 24°C

Stable, comfortable household range.

WHY IT MATTERS — AND THE CONSEQUENCES

Outside this range, natural materials move excessively: dry air causes shrinkage, panel reveals, joint opening and warping; damp air causes swelling, sticking doors and finish problems. The HVAC system must be operational and the home conditioned **before, during and after** installation — including in new construction and seasonal/vacant properties.

Damage, movement or finish failure caused by humidity or temperature outside the specified range, by an unconditioned or newly-constructed/drying space, or by a non-operational HVAC system, is **not covered**.

> **UNHEATED OR EXTERIOR SPACES**
>
> The wood components of cabinetry in an unheated or exterior space — porches, garages, unheated cottages — are **not covered, in either series**.

SECTION 15 · NATURAL VARIATION

What is not a defect

Cabinetry made from natural materials carries inherent variation, in either series. The following are normal, expected characteristics — not defects, and not grounds for a warranty claim.

NORMAL AND EXPECTED

- Wood grain & figure variation
- Colour variation between components
- Colour change / darkening with age & sunlight
- Knots, mineral streaks & natural marks to grade
- Hairline paint cracks at jointed doors
- Seasonal expansion & contraction
- Floating-panel reveals in dry months
- Minor seasonal joint movement
- Warp within tolerance (up to ⅛″ over 30″)
- Quartz veining & pattern variation
- Visible (but sound) countertop seams
- Sheen variation between batches
- Wood/veneer not matching a sample exactly
- Need for routine door/drawer adjustment

INDUSTRY TOLERANCES — PAINTED DOORS

CONDITION	NORMAL	REVIEWABLE AS DEFECT
Joint hairline	Visible fine line at rail/stile joints	Open, growing crack with paint loss not at a joint
Door warp	Up to ⅛″ across a 30″ door, measured flat	Exceeds ⅛″ and prevents normal close
Sheen / colour	Slight variation between batches & over time	Gross mismatch within a single original order

Where a condition falls within published industry tolerances (above, and throughout Sections 03–08), it is deemed acceptable and not defective.

SECTION 16 · NOT COVERED

Warranty exclusions

In addition to material-specific exclusions above, the warranty does not cover — in either series — any loss, damage, defect or condition arising from:

NOT COVERED

- Abuse, misuse or negligence
- Failure to follow this care guide
- Improper or harsh cleaning products
- Water / moisture / steam damage (§13)
- Humidity or temperature outside spec (§14)
- Wood components in an unheated or exterior space (§14)
- Structural / building movement & settling
- Impact, scratches, dents, chips, burns, and marks from hot or sharp things
- Colour change from sunlight (§15)
- Hanging on doors, or overloading a shelf or drawer
- Third-party modification or relocation
- Unauthorized repairs or refinishing
- Installation by others (supply-only orders)
- Damage from other trades on site
- Normal wear and tear
- Natural variation & characteristics (§15)
- Commercial or rental use (Signature Series beyond the 1-year term; Select Series at all — homes only)
- Anything after your series' warranty period (§02)
- Acts of God, fire, flood, pests
- Products not supplied by Classic

LIMITATION OF LIABILITY

To the fullest extent permitted by law, Classic's total liability under this warranty is limited to the repair, refinishing or replacement of the affected component, including the labour this guide promises (§02, §11, §12). Apart from that labour, it shall not exceed the original purchase price of that component. Classic is not liable for incidental, indirect, special or consequential damages, including loss of use, countertop/appliance disconnection or reconnection, plumbing or electrical work, tile, backsplash or flooring repair, or damage to property. This warranty is in addition to, and does not limit, any non-waivable statutory rights (see Section 20).

SECTION 17 · HOW TO MAKE A CLAIM

Service request process

We want you to be delighted with your cabinetry. If something isn't right, here is exactly how to reach us and what we'll need.

CUSTOMER SERVICE & INSTALLATION TIPS

(647) 205-9715

Mon–Thu 9–4 · Fri 9–3

sales@classicwoodworking.net

Physical/visible damage on receipt must be reported within **7 days** (see Order, Acceptance & Site Policy). Latent defect claims follow the steps below.

STEP	WHAT HAPPENS
1 · Submit	Call us at **(647) 205-9715**, or complete the **Service Request Form** (after §20) and email it with photos to **sales@classicwoodworking.net** within the warranty period and within 30 days of discovering the issue. **Select Series:** in writing, with proof of purchase.
2 · Include photos	Provide clear images: one wide shot of the full area, one mid shot of the affected cabinet, and 2–3 close-ups of the specific concern (in good daylight, no filters).
3 · Include details	Registration/contract number, your series (Signature Series or Select Series — it is on your quote and invoice), install date, room, affected item(s), description of the concern and when it began, plus your current indoor humidity if known.
4 · Acknowledgement	We confirm receipt within **3 business days** and advise next steps.
5 · Inspection	If needed, we schedule an inspection (typically within **10–15 business days**) to assess against this guide's tolerances and coverage.
6 · Resolution	Where a covered defect is confirmed, we repair, refinish or replace the component. Replacement finishes/woods are matched as closely as the materials allow; exact matches to aged product cannot be guaranteed. **Select Series:** see the Service note (§02).

Replacement components are made to order; lead times match standard production. We schedule covered work promptly and keep you informed throughout.

SECTION 18 · KEEP IT BEAUTIFUL

Client maintenance checklist

A few minutes of routine care protects your investment and helps prevent damage the warranty does not cover.

MONTHLY

- ☐ Wipe doors, fronts and surfaces with a soft, barely-damp cloth; dry immediately
- ☐ Wipe spills, splashes and condensation as they happen
- ☐ Check under sinks and around the dishwasher/fridge for any sign of moisture

QUARTERLY

- ☐ Clean reeded/textured fronts in the grooves; dust tops of upper cabinets
- ☐ Test door & drawer operation; note anything sticking or misaligned
- ☐ Confirm indoor humidity is 30–50% (use a hygrometer); adjust humidifier/dehumidifier

ANNUALLY

- ☐ Inspect hinges/slides; perform minor soft-close and alignment adjustments
- ☐ Check and re-tighten visible hardware screws and pulls
- ☐ Inspect caulk/sealant at countertop, backsplash and sink; have re-sealed as needed
- ☐ Review finish condition; touch up minor wear early before it spreads

SECTION 19 · 26 COMMON QUESTIONS

Frequently asked questions

Which series do I have?

Your quote and your invoice say **Signature Series** or **Select Series**. Signature Series is our own cabinetry, built in our shop and made to your sizes; Select Series is our preset-size line in your chosen colours and door styles. Not sure? Call us and we will look it up.

How long is my warranty?

It depends on your series. **Signature Series:** 5 years on the doors, drawer fronts and panels; 5 years on the carcass — the boxes, backs, shelves and drawer boxes; lifetime on the Blum hinges and slides, direct from Blum; and 100% on the installation, at our cost, on the day we install it. **Select Series:** a limited 1-year warranty from Classic Woodworking & Vanity — 12 months from the date of purchase — on the cabinets, door hinges and drawer slides, in a home; and 100% on the installation, at our cost, on the day we install it. The full table is in Section 02.

There's a thin crack in the paint at the corner of a door. Is it defective?

Almost certainly not. Hairline cracking at the joints of painted doors is normal seasonal movement and is an inherent characteristic of jointed painted product, not a finish failure.

Why do my doors look slightly different colours?

Wood and painted finishes vary naturally between components and age at slightly different rates with light exposure. This variation is expected in a natural-material product.

My white oak is getting darker / more amber. Can I stop it?

This is natural UV-driven ageing and is part of the wood's character. Window coverings on sunny runs slow and even it out, but colour change itself is not a defect.

I see a thin unfinished line at the edge of a panel in winter.

That's a floating solid-wood panel contracting in dry air — correct construction that prevents splitting. It closes up again in humid months.

A drawer doesn't close as smoothly as it used to.

Slides occasionally need a minor adjustment. You can do it yourself (we're happy to walk you through it), or we do it on a service visit, at our standard service rate, in both series.

How do I adjust a soft-close hinge myself?

Soft-close hinges have small adjustment screws for height, depth and side play. We're happy to walk you through it, or handle it on a service visit.

Can I put a hot pan on my quartz?

No. Always use a trivet. Thermal shock can crack quartz and discolour the resin, and heat damage is excluded from every quartz warranty.

There's a faint mark where I left a hot pot on the counter.

That's heat damage, which is not covered. Always protect quartz from direct heat.

My quartz seam is visible. Is that wrong?

Seams are a normal part of natural and engineered stone installation. A seam that is sound and within tolerance is not a defect, even if you can see or feel it slightly.

Can I cut directly on my countertop?

Please don't — use a cutting board. Knife marks and dulled knives are the result of cutting on stone and aren't covered.

What cleaners should I avoid?

No abrasives, bleach, ammonia, vinegar/citrus, solvents, descalers or "magic eraser" sponges on cabinetry, finishes or faucets. Mild soap and water is best.

My matte black faucet has shiny marks.

Acidic or abrasive cleaners permanently mark matte finishes. Use only mild soap and dry after use; finish damage from improper cleaning is not covered.

The dishwasher leaked and the cabinet swelled. Is that covered?

No. Water damage — from appliances, plumbing or spills — is not covered by our warranty. It's typically a matter for your home insurance.

Do I really need to control humidity?

Yes. Keep it at 30–50% year-round. Movement and finish problems caused by humidity outside that range are not covered.

My new-build home's cabinets moved in the first year.

New construction releases a great deal of moisture as it dries, and framing settles. Some movement is expected; keep HVAC running and humidity in range. Adjusting is a service visit at our standard service rate, in both series.

Is the warranty transferable if I sell my home?

It depends on your series. **Signature Series:** the 5-year terms end when the home changes hands; a new owner may qualify for a limited 1-year transferred warranty on workmanship and finishes, at our discretion, with written notice within 30 days. **Select Series:** the 1-year warranty is for the original purchaser and cannot be transferred.

What if a hinge or slide fails?

Signature Series: Blum hardware carries Blum's own limited lifetime warranty against defects. The new part is free; if you fit it yourself it costs you nothing, and if we come out to fit it, it is **$550.00** plus HST per visit. **Select Series:** covered by us for 12 months from the date of purchase — the new part is at our cost; free if you fit it yourself, **$550.00** plus HST per visit if we come out.

Can you match a new door to my existing cabinets?

We'll match as closely as the materials allow, but exact matches to aged or sun-exposed product can't be guaranteed because natural materials continue to change.

How do I make a warranty claim?

Call us at (647) 205-9715, or fill in the Service Request Form with your details and email it with photos to sales@classicwoodworking.net within the warranty period and within 30 days of noticing the issue (Section 17). A Select Series claim is made in writing, with your proof of purchase.

How fast will you respond?

We acknowledge requests within 3 business days and, where an inspection is needed, typically schedule it within 10–15 business days.

Do you charge for service visits?

In both series, the warranty fix itself is free, and free if you do it yourself; if we come out to do it, it is **$550.00** plus HST per visit. Other service is billed at our standard service rate.

Is normal wear and tear covered?

No. Everyday wear, minor scuffs and the patina of use are normal and not warrantable. Early touch-up keeps things looking their best.

What damage is most often not covered?

Water exposure, harsh cleaners, out-of-range humidity, third-party modifications and unauthorized repairs are the most common causes of damage the warranty does not cover.

What should I keep on file?

This guide, your signed Warranty Registration, your contract/invoice (your proof of purchase; it names your series), and your quartz and appliance manufacturer certificates. They make any future claim quick and simple.

SECTION 20 · TERMS THAT GOVERN

Legal notes & limitations

The following terms apply to and govern this entire Warranty & Care Guide.

Entire agreement. This is the complete and exclusive limited warranty for products supplied by Classic Woodworking & Vanity Inc., on the terms in Section 02 for the series named on your quote and invoice. It supersedes all prior representations. No employee, dealer or installer is authorized to vary it except in writing signed by an officer of Classic. Your quote carries the same warranty; this guide adds the Service note (§02). If they ever differ, the wording more favourable to you applies.

Which edition applies. This edition applies to orders confirmed on or after 23 September 2026 (Select Series: 25 September 2026). If you ordered earlier, the warranty in the guide and quote you were given at the time still applies.

Conditions. Coverage is conditional on full payment and on reasonable, normal use — residential, or commercial or rental on the Signature Series 1-year terms (Section 02). Select Series: homes only; claims in writing, with proof of purchase. Damage caused by not following the environmental requirements (§14) or the care instructions in this guide is not covered.

Tolerances govern. A condition within an industry tolerance stated in this guide is acceptable and not a defect.

Sole remedy & limitation of liability. The customer's sole and exclusive remedy is repair, refinishing or replacement of the affected component, including the labour this guide promises (§02, §11, §12); apart from that labour, it is capped at the component's original purchase price. Classic is not liable for incidental, indirect, special or consequential damages, to the fullest extent permitted by law.

Disclaimer of other warranties. Except as expressly stated and except for statutory rights that cannot be excluded, all other warranties, express or implied, are disclaimed.

Statutory rights preserved. Nothing in this guide excludes, restricts or modifies any consumer guarantee, condition or warranty implied or imposed by applicable law — including Ontario's consumer protection law and the *Sale of Goods Act* (Ontario) — where such cannot lawfully be waived. Where any provision is unenforceable, it is severed and the remainder stands.

Notice & limitation period. Tell us — by phone, by email or on a form (Select Series: in writing) — within the warranty period and within 30 days of discovery. Nothing herein waives or extends the limitation periods under the *Limitations Act, 2002* (Ontario).

Final sale & acceptance. The Order, Acceptance & Site Policy (before Section 02) is part of these terms.

Governing law. This warranty is governed by the laws of Ontario and the applicable federal laws of Canada.

> PLAIN-LANGUAGE NOTE
>
> This guide is written to be fair and clear. Your rights under Ontario law are not affected by anything in it.

REFERENCE · PIN IT UP

Quick reference care sheet

ALWAYS DO

- Wipe spills & condensation immediately, then dry
- Use mild soap & a soft microfibre cloth
- Use trivets under anything hot; cutting boards always
- Keep indoor humidity 30–50%, temp 18–24°C
- Check under sinks & appliances for moisture
- Adjust soft-close hardware as needed

NEVER DO

- Abrasives, bleach, ammonia, vinegar, solvents, "magic erasers"
- Hot pans directly on quartz
- Cutting directly on the countertop
- Letting water stand on or behind cabinets
- Acidic/abrasive cleaners on matte-black or gold finishes
- Unauthorized repairs or third-party modifications

EXPECT & EMBRACE

Grain & colour variation · gentle seasonal movement · hairline joint lines on painted doors · white oak ambering with light · panel reveals in dry months · visible stone seams.

These are the marks of genuine natural materials, not defects.

CUSTOMER SERVICE & INSTALLATION TIPS

(647) 205-9715
Mon–Thu 9–4 · Fri 9–3

sales@classicwoodworking.net

Report physical damage within 7 days of delivery · complete the Service Request Form within 30 days of noticing an issue and email it with photos to sales@classicwoodworking.net (Select Series: with your proof of purchase) · keep this guide with your home records.

FORM · KEEP US ON FILE · RETURN WITHIN 30 DAYS

Warranty registration form

CLASSIC WOODWORKING & VANITY INC.

(647) 205-9715 · sales@classicwoodworking.net

HOMEOWNER NAME

CONTRACT / INVOICE #

INSTALLATION ADDRESS

CITY

PROVINCE

POSTAL CODE

EMAIL

PHONE

INSTALLATION COMPLETION DATE

DESIGNER / PROJECT LEAD

ROOMS / SCOPE INSTALLED

DOOR MATERIAL(S)

FINISH / COLOUR

COUNTERTOP MAKER & TIER

SINK / FAUCET SUPPLIED

☐ Signature Series ☐ Select Series

SERIES (ON YOUR QUOTE)

☐ Residential (owner-occupied) ☐ Commercial / rental

USE TYPE

I confirm I have received the Warranty & Care Guide, understand the care requirements and environmental conditions (30–50% RH; 18–24°C), and understand the coverage, tolerances and exclusions it contains.

HOMEOWNER SIGNATURE

DATE

FORM · FOR OFFICE USE & HOMEOWNER

Warranty claim form

CLASSIC WOODWORKING & VANITY INC.

Email it with photos to sales@classicwoodworking.net

CLAIM DATE | REGISTRATION / CONTRACT # | INSTALL DATE

HOMEOWNER NAME | PHONE / EMAIL

INSTALLATION ADDRESS

☐ Signature Series ☐ Select Series

SERIES | ROOM | AFFECTED ITEM(S)

DESCRIBE THE CONCERN & WHEN IT BEGAN

CURRENT INDOOR HUMIDITY (IF KNOWN)

☐ Wide ☐ Mid ☐ Close-ups ☐ Proof of purchase

PHOTOS & PROOF OF PURCHASE ATTACHED?

OFFICE USE

RECEIVED DATE | ☐ Yes ☐ No WITHIN WARRANTY? | INSPECTION DATE

DETERMINATION (COVERED DEFECT / WITHIN TOLERANCE / EXCLUDED) & RESOLUTION

REVIEWED BY | DATE

FORM · HOMEOWNER SUBMISSION

Service request form

CLASSIC WOODWORKING & VANITY INC. · SERVICE DESK (647) 205-9715 · sales@classicwoodworking.net

NAME

REGISTRATION / CONTRACT #

BEST PHONE

EMAIL

ADDRESS

☐ Signature Series ☐ Select Series

SERIES (ON YOUR QUOTE)

☐ Warranty ☐ Adjustment ☐ Paid service

REQUEST TYPE

WHAT WOULD YOU LIKE US TO LOOK AT? (BE AS SPECIFIC AS POSSIBLE)

PREFERRED DAYS / TIMES

Email this form with photos (wide, mid and 2–3 close-ups in daylight) to **sales@classicwoodworking.net**. We acknowledge requests within 3 business days. **Select Series:** a claim is made in writing — send your proof of purchase with this form. Within the 12 months, a covered part is replaced at our cost. **Both series:** the fix is free, and free if you do it yourself; if we come out to do it, it is $550.00 plus HST per visit (§02). Adjustments and excluded conditions are billed at our standard service rate (§12).

SIGNATURE

DATE

CLASSIC WOODWORKING & VANITY INC. · FINE CUSTOM CABINETRY
CUSTOMER SERVICE (647) 205-9715 · SALES@CLASSICWOODWORKING.NET