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CLASSIC WOODWORKING & VANITY INC

— FINE CUSTOM CABINETS —

Warranty & Care Guide *for your cabinets.*

Your cabinets are furniture, built by hand specifically for your home. This guide explains how to care for them, what our warranty covers, and what to expect from natural materials over time — so your investment is protected for years to come.

PREPARED FOR THE HOMEOWNER · KEEP WITH YOUR HOME RECORDS

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

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

Every kitchen, vanity, built-in and piece of millwork we produce is made to order — cut, assembled, finished and installed for your space and no one else's. Unlike mass-produced furniture, custom cabinetry is a hand-built product made largely from natural materials: solid wood, veneers, engineered panels and stone. These materials are chosen for their beauty and longevity, and 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 signature of a genuinely custom product, 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. Second, it sets out clearly what our warranty covers, what it does not, and how to request service. 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 to activate your coverage.

✦ Order, Acceptance & Site Policy

PLEASE READ — BINDING TERMS

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 custom production. **All sales are final.** There are no refunds, no cancellations and no exceptions once confirmation is placed. Custom cabinetry is built to order for your home 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 2).

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 2). 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.

02 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.

Warranty Periods

COMPONENT	RESIDENTIAL	COMMERCIAL
Cabinet construction (box & joinery integrity)	Limited lifetime, original owner	1 year
Cabinet boxes & shelving	Limited lifetime, original owner	1 year
Drawer boxes (dovetail / dowel)	Limited lifetime, original owner	1 year
Door & drawer fronts	5 years	1 year
Factory finishes (paint / stain / topcoat)	5 years	1 year
Hardware (hinges, slides, lifts)	Per manufacturer (see §11)	Per manufacturer
Installation workmanship	1 year service warranty	1 year
Quartz countertops	Fabrication & install: 1 yr · Slab: per manufacturer (§8)	1 year
Manufacturer-supplied products (sinks, faucets, appliances)	Pass-through to manufacturer · Install: 1 yr	Pass-through

"Limited lifetime" means for as long as the original purchaser owns and occupies the home where the cabinetry was installed, against defects in materials and workmanship under normal residential use — not a promise that components never require adjustment.

RESIDENTIAL COVERAGE

Applies to cabinetry installed in a private, owner-occupied single-family dwelling used for normal household purposes. This is our fullest level of coverage.

COMMERCIAL COVERAGE

Cabinetry installed in any rental, multi-unit, hospitality, retail, office or other commercial or income-producing setting carries a flat **1-year** limited warranty on all components. Commercial use voids all "lifetime" and extended residential terms.

Transferability

This warranty extends to the **original purchaser** and is **non-transferable**. Lifetime and multi-year terms 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.

Warranty Start Date

Coverage begins on the date of **substantial completion of installation**, or delivery for supply-only orders. Where installation is delayed by the customer, the start date is when product is delivered or made available. Registration does not change the start date.

Warranty Claim Process — In Brief

Claims must be submitted in writing on the Service Request Form, with photographs and registration details, within the applicable warranty period and within **30 days of first discovering** the issue (full procedure in Section 17).

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.

03 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 (5 YR)

- ✓ Peeling, blistering or delamination of factory paint from a manufacturing defect
- ✓ Adhesion failure not caused by moisture or impact
- ✓ Workmanship defects in door construction

NOT COVERED

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

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 1/8" across a 30" door, measured flat	Exceeds 1/8" and prevents normal close
Sheen / colour	Slight variation between batches & over time	Gross mismatch within a single original order

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

- ✓ Delamination / lifting of veneer from manufacturing defect (finish term, §2)
- ✓ Workmanship defects in veneer layup

NOT COVERED

- × 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.

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 (Section 14) to minimise seasonal movement.

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 1/8" 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.

07 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

- ✓ Manufacturing/workmanship defects in milling or lay-up
- ✓ Finish defects per the applicable finish term (\$2)

NOT COVERED

- × Wear to ridge high points from contact or cleaning
- × Dust accumulation / cleaning neglect
- × Impact, chipping and abrasion damage

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 (1 YR INSTALL)

- ✓ Fabrication defects — seam quality, edge profile, cut-out work
- ✓ Level, support and secure installation

MANUFACTURER COVERS

- ◆ Defects inherent in the slab material
- ◆ Per the slab maker's registered warranty certificate

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)

QUARTZ TIERS (TYPICAL SLAB-MAKER TERMS — CONFIRM ON YOUR CERTIFICATE)

TIER	EXAMPLES OF CLASS	TYPICAL MATERIAL WARRANTY
Tier 1 — Premium	Top-name engineered quartz	Limited lifetime / 15 yr+
Tier 2 — Mid	Established mid-market lines	10–15 years
Tier 3 — Entry / import	Value & import programs	1–10 years (varies)

Tier and term are set by the slab manufacturer, not by Classic. Register your countertop with the manufacturer to activate material coverage; keep the certificate with this guide.

09 Sink Care — Kitchen & Bath

FIXTURES

Sinks and basins supplied by Classic are warranted by their manufacturer; Classic warrants only the installation (1 year). 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 <i>with</i> 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.
Enameled 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: secure mounting, clip/bracket support, sealed joints, and cut-outs in supplied tops (1 yr). 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

10 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 installation (1 year).

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 voids the finish warranty (manufacturer and Classic alike).

11 Hardware Warranty

We specify premium Austrian Blum soft-close hardware as standard. Blum hinges, slides and lift systems carry the manufacturer's limited lifetime warranty against defects in materials and workmanship under normal residential use.

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

EXPECTED LIFE CYCLE & NORMAL WEAR

Blum systems are tested to extremely high open/close cycle counts and will last for many years. 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.

COVERED

- ✓ Mechanism failure from a manufacturing defect (via Blum)
- ✓ Classic labour to replace defective hardware within 1 yr of install

NOT COVERED

- × Routine adjustments after 1 year
- × Overloading, slamming, abuse, impact
- × Corrosion from moisture / improper cleaning
- × Third-party or substituted hardware

After the first year, Classic is glad to perform adjustments and out-of-warranty hardware service at our standard service rate.

12 Installation Warranty

WORKMANSHIP

Classic provides a **1-Year Service Warranty** on installation workmanship from the date of substantial completion.

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.** Once you have inspected and accepted the completed installation, Classic is not responsible for any damage occurring afterward.

COVERED FOR 1 YEAR

- ✓ Cabinet levelling and plumb at installation
- ✓ Secure fastening to structure
- ✓ One door & drawer alignment / adjustment visit
- ✓ Filler, scribe and trim fit workmanship

EXCLUDED

- × Movement caused by the home (settling, framing, floor deflection)
- × Damage by other trades, owner or third parties
- × Seasonal adjustments after the first visit
- × 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. Classic includes **one** complimentary adjustment visit within the first year. Subsequent adjustments are routine maintenance, available at our standard service rate.

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.

13 Moisture & Water Damage

CRITICAL EXCLUSION

Water is the single greatest threat to cabinetry. Wood and engineered panels swell, delaminate, stain and warp when exposed to moisture. The following are **expressly and entirely excluded** from all warranties.

- × Plumbing leaks (supply or drain)
- × Faucet, sprayer or fitting leaks
- × Dishwasher leaks or overflow
- × Refrigerator / ice-maker line leaks
- × Flooding from any source
- × Standing water on or under cabinets
- × Steam from kettles, cookers, dishwashers
- × Condensation left unwiped
- × Wet/humid environments without HVAC
- × 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 — regardless of source — is not a manufacturing or workmanship defect and is the responsibility of the homeowner and/or their property insurer.

14 Environmental Requirements

Cabinetry is an interior, climate-controlled product. Maintaining a stable indoor environment is a **condition of warranty coverage**.

RELATIVE HUMIDITY

35% – 55%

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**.

15 What Is *Not* a Defect

Custom cabinetry made from natural materials carries inherent variation. The following are normal, expected characteristics — **not** defects, and not grounds for a warranty claim.

- ◆ 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 1/8" 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

Where a condition falls within published industry tolerances (referenced throughout Sections 3–8), it is deemed acceptable and not defective.

16 Warranty Exclusions

NOT COVERED

In addition to material-specific exclusions above, this warranty does not cover any loss, damage, defect or condition arising from:

- × 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)
- × Structural / building movement & settling
- × Impact, scratches, dents, chips, burns
- × Excessive weight or overloading
- × Third-party modification or relocation
- × Unauthorized repairs or refinishing
- × Installation by others (supply-only orders)
- × Normal wear and tear
- × Natural variation & characteristics (§15)
- × Commercial use (beyond the 1-yr term)
- × 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, and 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).

17 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

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	Complete the Service Request Form (after §20) and email it with photos to our service desk within the warranty period and within 30 days of discovering the issue.
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, 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.

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

18 Client Maintenance Checklist

KEEP IT BEAUTIFUL

A few minutes of routine care protects your investment and keeps your coverage valid.

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 35–55% (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

19 Frequently Asked Questions

25 COMMON QUESTIONS

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

A. 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.

Q. Why do my doors look slightly different colours?

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

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

A. 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.

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

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

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

A. Slides occasionally need a minor adjustment. We include one adjustment visit in the first year; afterwards it's a quick routine service.

Q. How do I adjust a soft-close hinge myself?

A. Blum 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.

Q. Can I put a hot pan on my quartz?

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

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

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

Q. My quartz seam is visible. Is that wrong?

A. 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.

Q. Can I cut directly on my countertop?

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

Q. What cleaners should I avoid?

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

Q. My matte black faucet has shiny marks.

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

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

A. No. Water damage from any source — appliances, plumbing, spills — is excluded. It's typically a matter for your home insurance.

Q. Do I really need to control humidity?

A. Yes. 35–55% RH year-round is a condition of coverage. Out-of-range humidity causes movement and finish issues that are not warrantable.

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

A. 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, and we'll make the included first-year adjustment.

Q. How long is my warranty?

Q. Is the warranty transferable if I sell my home?

A. The full warranty is non-transferable. A new owner may qualify for a limited 1-year transferred warranty on workmanship and finishes, at our discretion, with timely written notice.

Q. What if a Blum hinge or slide fails?

A. Blum hardware carries a manufacturer limited lifetime warranty against defects. We coordinate the replacement, and cover our labour within the first year.

Q. Can you match a new door to my existing cabinets?

A. 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.

Q. How do I make a warranty claim?

A. Complete the Service Request Form with photos and your details and email it to our service desk within the warranty period and within 30 days of noticing the issue (Section 17).

Q. How fast will you respond?

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

Q. Do you charge for service visits?

A. Covered warranty work is at no charge. Out-of-warranty service, routine adjustments after year one, and excluded conditions are billed at our standard service rate.

Q. Is normal wear and tear covered?

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

Q. What voids my warranty fastest?

A. Water exposure, harsh cleaners, out-of-range humidity, third-party modifications and unauthorized repairs are the most common ways coverage is lost.

Q. What should I keep on file?

A. This guide, your signed Warranty Registration, your contract/invoice, and your quartz and appliance manufacturer certificates. They make any future claim quick and simple.

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. It supersedes all prior representations. No employee, dealer or installer is authorized to vary it except in writing signed by an officer of Classic.
- **Conditions precedent.** Coverage is conditional on: full payment; warranty registration; adherence to the environmental requirements (§14) and care instructions; and reasonable, normal residential use.
- **Tolerances govern.** Where this guide states an industry tolerance, a condition within tolerance is deemed 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, capped at its 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 the *Consumer Protection Act, 2002* (Ontario) 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.** Claims must be made in writing within the applicable 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.** All orders are final upon order confirmation; no refunds or cancellations. Products are deemed accepted upon installation and are not returnable, exchangeable or refundable thereafter regardless of fault; any product cut, drilled or modified is non-returnable. The customer's remedy for a covered defect is repair, refinishing or replacement under this warranty — not a return or refund. See the Order, Acceptance & Site Policy.
- **Governing law.** This warranty is governed by the laws of the Province of Ontario and the federal laws of Canada applicable therein.

PLAIN-LANGUAGE NOTE

This guide is written to be fair and clear. It protects Classic from claims arising out of natural material behaviour, misuse and conditions beyond our control, while preserving the rights Ontario law gives every consumer. Your statutory rights are not affected by anything in this document.

Drafting note (remove before client issue): This guide is a comprehensive template prepared as a drafting aid. Before issuing it to customers, have it reviewed by your Ontario legal counsel against your standard contract, your installers' sub-trade agreements, and current *Consumer Protection Act, 2002* requirements (implied warranties of acceptable quality on consumer goods generally cannot be contracted out of). Confirm each manufacturer pass-through term against the actual current certificates you supply.

✦ Quick Reference Care Sheet

PIN IT UP

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 35–55%, 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 signatures of a genuine custom product, not defects.**

Customer Service & Installation Tips: **647-205-9715** · report physical damage within 7 days of delivery · complete the Service Request Form within 30 days of noticing an issue · keep this guide with your home records.

✦ Warranty Registration Form

ACTIVATE COVERAGE · RETURN WITHIN 30 DAYS

CLASSIC WOODWORKING & VANITY INC · FINE CUSTOM CABINETS

Warranty Registration

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

USE TYPE

Residential (owner-occupied) Commercial / rental

I confirm I have received the Warranty & Care Guide, understand the care requirements and environmental conditions (35–55% RH; 18–24°C), and understand the coverage, tolerances and exclusions it contains.

HOMEOWNER SIGNATURE

DATE

✦ Warranty Claim Form

FOR OFFICE USE & HOMEOWNER

CLASSIC WOODWORKING & VANITY INC

Warranty Claim

CLAIM DATE

REGISTRATION / CONTRACT #

INSTALL DATE

HOMEOWNER NAME

PHONE / EMAIL

INSTALLATION ADDRESS

ROOM

AFFECTED ITEM(S)

DESCRIBE THE CONCERN & WHEN IT BEGAN

CURRENT INDOOR HUMIDITY (IF KNOWN)

PHOTOS ATTACHED?

Wide Mid Close-ups

OFFICE: RECEIVED DATE

WITHIN WARRANTY?

INSPECTION DATE

Yes No

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

REVIEWED BY

DATE

✦ Service Request Form

HOMEOWNER SUBMISSION

CLASSIC WOODWORKING & VANITY INC · SERVICE DESK · 416-675-7003

Request Service

NAME

REGISTRATION / CONTRACT #

BEST PHONE

EMAIL

ADDRESS

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

REQUEST TYPE

PREFERRED DAYS / TIMES

Warranty Adjustment Paid service

Please attach photos (wide, mid and 2-3 close-ups in daylight). We acknowledge requests within 3 business days. Routine adjustments after the first year and excluded conditions are billed at our standard service rate.

SIGNATURE

DATE

CWV

CLASSIC WOODWORKING & VANITY INC · FINE CUSTOM CABINETS · CUSTOMER SERVICE 416-675-7003