



WARRANTY & SPECIFICATIONS

Limited Lifetime Warranty:

Creative Woodcraft Ltd. (“we,” “us”) warrants to the original purchaser (“you”, “yours”) that our cabinets, doors, and hardware will be free from defects in material and workmanship under normal residential use for as long as the purchaser owns and resides in the home where the products were originally installed.

This warranty is **non-transferrable**.

In addition to our coverage, you are also entitled to the full warranties offered by the manufacturers’ of the components we use. These include Blum Hardware, Drawer Hardware, PVC Door warranty, Laminate Countertop warranty, and Quartz manufacturers’ warranties.

What We Will Do

At our discretion, we will repair or replace the defective component. If a component has been discontinued or the finish has changed, we cannot guarantee an exact match to the existing cabinetry due to natural variations and aging of materials.

What is Not Covered

This warranty does **not** cover:

- Normal wear and tear, scratches, or color changes due to sunlight, smoke, or household environment.
- Natural wood variations, grain patterns, or finish changes due to aging.
- Cracking at joints of painted doors or frames (considered a normal characteristic).
- Damage caused by misuse, abuse, neglect, or improper maintenance.
- Damage caused by improper installation, transportation, or storage prior to installation.
- Damage caused by water, moisture, humidity, heat, extreme temperature, fire, flood, or natural disaster.
- Use of harsh or inappropriate cleaning products.
- Alterations, modifications, or repairs made by anyone other than Creative Woodcraft.

Specific Product Limits:

- **3D laminate doors** (Thermofoil): 5-year limited warranty. Not covered if damaged by high heat (e.g., stove self-clean cycles, appliances, or hot kettles).
- **Laminate countertops**: 2-year installation warranty plus manufacturer’s product warranty. No coverage for water damage.



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- **Quartz countertops:** Warranty depends on brand chosen (Cambria, Caesarstone, Silestone, Wilsonart, etc.) and is provided directly by the manufacturer.
- **Blum Hardware** offers a lifetime warranty on all Blum hardware for original purchaser against defects in material and workmanship. *Subject to change at manufacturers discretion.

Limitations of Liability

To the extent permitted by law, our liability is limited solely to the repair or replacement, at our discretion, of defective components. In no event shall our total liability exceed the actual amount paid by you for the product. We are not liable for incidental, consequential, indirect, special, or punitive damages (including, without limitation, removal, reinstallation, labor, transportation, or lost time), even if this warranty is deemed to have failed of its essential purpose.

How to Make a Claim

1. Proof of purchase.
2. A written description and photos of the defect
3. Contact us within a reasonable time after the defect is discovered.

Claims should be directed to: info@creativewoodcraft.ca

Governing Law & Consumer Rights

This Limited Warranty is governed by the laws of the Province of British Columbia, Canada. This warranty gives you specific legal rights. You may also have other rights which vary by province.

Product Awareness:

Painted face frames & doors may eventually have visible cracking along and/or around the joints. This does not indicate a weakness in the cabinet frame, door, or finish. However, these cracks can be noticeable. Natural woods may vary in color, characteristics, and exhibit subtle changes as they age. Cabinet colors may also darken or lighten over time. Sunlight, smoke, household cleaners and other environmental conditions also effect the color. These variations are considered to be the nature of the material in relation to their environment and are not covered under this warranty.

If components are replaced, Creative Woodcraft cannot guarantee that the finish of these replacements will exactly match the finish and appearance of the components in the existing application. This is due to the changes that occur during the wood's natural aging process affecting its color and grain.



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Laminate Countertops

Our standard laminate countertop is a molded 1-piece top with a high-pressure laminate surface (Formica, Wilsonart Arborite or Pionite). Standard quotes include the "Top 66 Colors" which we have available in large sample sizes. Standard countertop core is a K-3 particleboard but plywood is available at an extra cost.

Quartz Countertops

Available in hundreds of colors, we have extensive samples in a variety of different manufacturers. All quartz products are made from crushed quartz (a natural mineral), resins and pigment (colour). Quartz is at least twice as strong as its stone counterpart; quartz is a virtually maintenance free surface. Save yourself the hassle of scratches, chips, cracks or resealing.

Cabinet Specifications:

Construction

All cabinets and drawer boxes are built to surpass industry standards. Cabinet sides, shelves, backs and bottoms are constructed of 5/8" or 3/4" furniture grade wood-fiber core board with a melamine plastic finish on the interior surfaces, or 5/8" or 3/4" Carb2 certified UV finished birch plywood. Exposed sides are melamine, or wood veneer or MDF depending on the desired end result. All cabinets are assembled using confirmat screws or dowels; it is standard for shelves to be adjustable. Cabinet edges are heat bonded PVC, exposed edges match the cabinet door faces. Cabinet bases are constructed of 5/8" plywood or plastic levelling feet.

Drawer Boxes

Blum Movento Drawers (Blum concealed soft close full extension drawer slides)

Blum Legrabox (Double wall soft close full extension drawer slides)

Drawer slides are full extension and soft closing. Slides are 4-way adjustable with very high quality for long life. Designed load rates at 40kg/ 88lbs. For cabinets wider than 34" are equipped with 70kg / 154lbs rated slides.

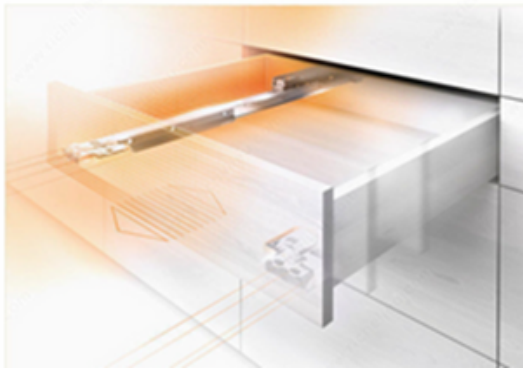
Blum Metabox Drawers

Drawer bottoms and backs are constructed of 5/8" melamine or UV finished birch plywood with integrated metal drawer side and slide which is finished in a baked-on epoxy finish. Drawers travel on 4-point nylon rollers with self closing action and are designed load rates at 39kgs / 86lbs. Soft close is available as an add on.

Axial Drawers (Double wall soft close full extension drawer slides)

Drawer slides are full extension and soft closing. 3-way adjustable. Designed for load rates at 40kg/88lbs

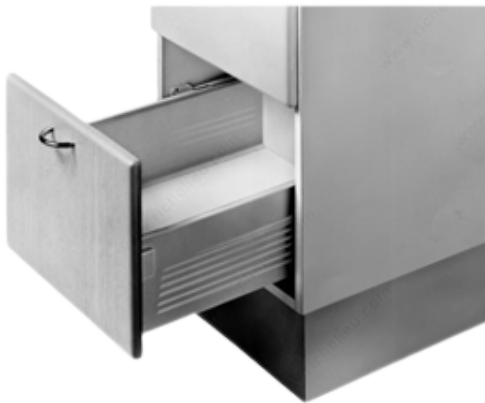
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Blum Movento



Blum Legrabox



Blum Metabox



Axial

Blum Hinges:

Hinges are fully concealed, self closing and fully adjustable and generally a full 110 degree opening. Soft close is available.

Blum Hardware offers a lifetime warranty on all Blum hardware for original purchaser against defects in material and workmanship. *Subject to change at manufacturers discretion.



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Doors and Drawer Fronts

3D Laminate

3D laminate doors and drawer fronts are durable, easy to clean and resistant to temperature and humidity changes as well as cracking. They are a practical choice for any room in the house with a large range of styles and colors. One weakness to be aware of, 3D laminate can shrink or melt if it is exposed to high heat.

An example of something that could cause this is the extreme heat radiating from the self-cleaning option with some stoves. We suggest your range is pulled away from the wall 6" before running the self clean cycle. Another example is a tall kettle placed directly below a 3D laminate door could cause melting if it gets hot enough.

All doors and drawer fronts are produced with an MDF core made from 100% recycled wood content. The board is made in Canada and is certified as Environmentally Preferred Product (EPP) by the Composite Panel Association. White melamine backs are standard.

Melamine

All Melamine doors and drawer fronts are produced from thermally fused laminate panels with a particle board core. Edges are heat bonded PVC to match the cabinet door faces. Various forms of grain matching are available. One weakness to be aware of, PVC edges can shrink or melt if it is exposed to high heat.

HDF & Wood

Clear Finish

The majority of clear and stained jobs are sprayed with a post catalyzed, clear acrylic polyurethane coatings. This product is non-yellowing, ultra low in formaldehyde, excellent mark and scratch resistance.

Paint Finish

We use all post catalyzed paints. The surface appearance is superior, smooth, and of the highest durability and flexibility. We have a large array of painted colors in our database but we can provide any color under the Benjamin Moore Color palette.

Door and Drawer front Dimensional Tolerances

Door and Drawer front Thickness is (19.5mm +/- 0.5mm)

A twist or warp of up the 3/16th (4.8mm) is not considered a defect.

Door and Drawer front sizes have a tolerance of +/- 1/32" (0.8mm)

All raised and flat panel doors over 23 7/8" (606mm) wide and/or 49" (1270mm) must have a centre rail to be guaranteed; a twist or warp of up to 1/4" (6.35mm) is allowable.

Solid slab doors and drawer fronts are not covered by warranty for twisting, warping and expansion/contraction.