

General Information

◆ Ordering

Please photocopy one of the order forms included in the back of this catalogue, fill in the appropriate blanks and fax it to 1-800-463-6167. Orders can be placed by fax 24 hours a day, seven days a week. Orders may also be placed by telephone Monday through Friday from 8:30 a.m. – 4:30 p.m. Eastern Time using our toll free number. Orders placed after 3 :00 p.m. Eastern Time will be processed on the next working day.

◆ Units of Measurement

Orders may be specified in inch (1/16”) or millimeter form.

◆ Quotes

Quotes can be requested prior to placing an order. Please note that the estimated completion date applies only if the quote is confirmed as an order within 24 hours of receipt of said quote. If quote is confirmed later than 24 hours after receipt, a revised Estimated Completion Date will be issued.

◆ Lead Times

Standard Order Lead Time

Standard Order lead times are between 7 - 14 working days for unfinished products and 10 - 25 for prefinished products depending on product complexity and time of year. Please ask for our current lead times when you place your order. Lead times change daily.

“Fast Track” Order Lead Time

Fast Track Order lead times are between 2 - 4 working days for unfinished products and 6 - 10 working days for prefinished products depending on product complexity and time of year. Please ask for our current lead times when you place your order. Lead times change daily.

◆ Upcharge Policy

All Fast Track Orders carry a 10% upcharge.

◆ Order Acknowledgements

Order acknowledgements are faxed or emailed for all orders. Please review each acknowledgement carefully. A signed copy of the the acknowledgement must be returned by fax or by email in order to start production.

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◆ Order Changes

We will accommodate order changes until the time your order goes into production. If your order is already in production, any new item will have to be ordered separately and you will be required to take delivery of all items originally ordered. Please note, changes to existing orders may delay shipment.

◆ Estimated Completion Dates

Estimated completion dates are printed on each order acknowledgement. Please note this date along with our Sales Order number for future reference.

◆ Payment Policy

All our products are custom built to your size specifications. Therefore, as a new customer, all your orders will be shipped C.O.D. or if you prefer, charged to your Visa or MasterCard.

Charging your order to a credit card, in effect, gives you 30 day terms and you will not need to be present when the product is delivered. Net 30 day terms will be considered for those who have a good business relationship with us and for those who show credit worthiness based on credit reports and other open account references (a good business relationship is usually established after at least 6 kitchens have been purchased). Credit application forms are available from our Customer Service Team. It may take up to 3 weeks to process credit applications.

◆ Shipping

Orders can be picked up at our plant, shipped via courier or shipped via common carrier.

◆ Returns

If an item is damaged in shipment, please call our Customer Service Team or send them a fax clearly indicating the item(s) that is(are) damaged and the original order number that the item(s) was(were) ordered on. This must be done within 30 days of receiving the shipment (**no claims will be processed after 30 days**). Our Customer Service Team will promptly issue your company a return number, which must be visible on the packaging that you return to our head office (see Shipping Damage Claims below for further details). We will then proceed to remake the damaged item(s) and we will also process all freight claims. Once the damaged item(s) have been returned to our head office and inspected, a credit will be issued to your company.

◆ Shipping Damage Claims

To ensure that we are properly reimbursed by the freight company for all shipping damages, we ask that you put the damaged item(s) back in the original package with all of the packaging material intact and return it to our head office (unless otherwise instructed) with the return number clearly indicated on the box. It is important that all items be kept

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intact to process the shipping claim or the claim might be denied by the carrier. Please do not install the product. Most carriers have established a limited time frame from the delivery date for filing shipping claims.

Please inspect your order within 48 hours of delivery.

Remakes

If we make a mistake on your order, we will expedite any remakes by producing them as a Fast Track Order. We will replace and ship the remakes at no additional charge to you. Shipment will be scheduled to minimize transit time.

Expedited Orders

We know that from time to time you may need to receive a complete set of doors quicker than our standard lead time allows. We ask that you call our Customer Service Team to discuss your situation and find out if our production schedule could accommodate an expedited order. Please remember that this is a service that should only be used under extenuating circumstances. Any abuse of this service will not be tolerated. All orders produced under an expedited schedule will be subject to Fast Track Order upcharges.

Finish Sanding

Every door that leaves our plant is individually inspected. All cross grain scratches are removed from the face of each door. All finish sanding is included in our pricing structure.

We strongly recommend that you buff sand all door faces and outside edge profiles to remove any scuff marks that might have occurred due to handling.

Warranty

St-Agapit Wood Products warrants that, for a period of one year from date of shipment, our products will be reasonably free of defects in materials and workmanship. When properly handled, our products will conform within acceptable tolerances, to applicable manufacturing specifications. This limited warranty applies only to our products which are stored, handled and installed in the manner recommended by St-Agapit Wood Products. We will not be responsible or liable for any indirect, consequential or incidental damages sustained by the user.

Our warranty is limited solely to the value of the original materials and is further limited in amount to the purchase price paid for such materials. We will not be liable for the cost of extraneous materials, labor, travel costs, installation expenses or other related expenditures.

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- Natural wood characteristics (burls, grain patterns, pin knots, mineral deposits, etc.) will not be considered defects.
- We will not be liable for damages to products caused by improper handling, storage, assembling, finishing or installation.
- Our finished products carry a one year warranty against peeling, blistering, fading or cracking, but no warranty against discoloration. We assume no responsibility for damages or color match when finish is applied by the customer.
- Some species, particularly cherry, will darken naturally with age. St-Agapit Wood Products is not liable for the change in appearance of any product, finished or unfinished, due to this aging process. Results of aging will be more obvious when using clear, light or glazed finishes; especially when used in conjunction with man-made products, such as High Pressure Laminates or Melamine Laminates.
- Mitred doors allow a 0.010 inch joint gap 1 inch out from the inside bead.
- Our mitred doors are not warranted against expansion and joint separations that occur as a result of high humidity or moisture conditions (over 50% Relative Humidity).
- Painted finishes are not recommended on any wood doors.
- Veneered panel doors are not guaranteed to match solid wood framing on the same door.
- Solid wood moulding color may differ from doors of the same species.
- This also applies to our prefinished veneer products and accessories.
- Single panel products over 26 inches wide or 44 inches high and drawer fronts over 22 inches high or 44 inches long are not warranted for warpage or cracking of panels and framing joints.
- We expressly disclaim any and all other warranties, whether express or implied, including all warranties of merchantability and warranties of fitness for a particular purpose with respect to its products.

Effects of Moisture in Wood

Any solid wood product will expand or contract over time as moisture and climate conditions change. Mitred doors need low, stable moisture conditions for the joints to remain tight.

Effects of moisture (addition to/loss of) may include panel expansion, joint expansion or opening (especially on mitred doors), stile bowing and stile/rail expansion. Contraction of finished panels may also produce an effect called white line, in which a narrow strip of unfinished wood becomes visible at the point where the panel inserts into the framing.

Wood products installed in humid climates are especially susceptible to expansion due to moisture. St-Agapit Wood Products will not warrant product failure caused by excessively humid conditions, such as those found in waterfront properties and coastal regions.

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Wood products installed in non-air conditioned homes, regardless of location, are very susceptible to expansion due to moisture and will not be warranted. All products, especially mitred doors, need low stable moisture conditions in order for the joints to remain tight. A relative humidity level of less than 50% should be maintained to prevent expansion problems.

Marine applications such as nautical vessels are considered high humidity conditions regardless of any climate control system.

To minimize moisture expansion of wood products, winter and vacation homes should maintain some form of climate control (i.e., humidistat), even in the off-season. St-Agapit Wood Products will not warranty products installed in uncontrolled environments.

Door expansion experienced prior to installation on the cabinet box will usually recede once the kitchen has been installed, in an air conditioned environment. For this reason, we do not recommend trimming or shaving the edges of the doors, because once they return to original sizing, the doors will be too narrow. St-Agapit Wood Products will not warrant doors that have been trimmed.

Unfinished doors exposed to humid conditions will absorb moisture rapidly and expand in as little as 2 days. Finished products will also absorb moisture, but may not expand for as long as 10 days. Be aware of these facts when storing, installing or finishing wood products.

Veneered Products Warranty

Veneered products are warranted to be similar in color. We will strive to get the color as close as possible to the solid wood parts on the order, but a slight color variation will usually appear in the finished product and is to be expected. To get a more perfect match we recommend that you order a raised panel door whenever possible.

Size Tolerances

St-Agapit Wood Products warrants the outside dimensions of all products to be within a size tolerance of + or – 1 mm (approximately 1/16”).

Minimum Size Doors

The minimum width and height for all doors and drawer fronts is indicated on the pricing grid. Prices for mortise and tenon style doors are based on standard 2 1/4” wide stiles and rails. Prices for mortise and tenon style drawer fronts are based on 2 1/4” stiles and 1 3/4” rails.

Center Rail Placement

Center rail placement may be specified. The dimension we need is the distance from the top of the top rail to the top of the center rail.