

EEZI

Certificate of Warranty

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G-Wood building Supplies Ltd.

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11920 Horseshoe Way, Richmond, BC, Canada V7A 4V5

Certificate of Warranty

G-Wood Cabinets & Countertops (G-Wood) warrants to the original buyer that all cabinetry, excluding countertops, manufactured by G-Wood (the “Warranted Goods”) shall be free from defects in workmanship and materials when employed in normal residential use and in accordance with the Wood Specifications, Cabinetry Care and Cleaning Procedures, and Countertop Care & Cleaning Procedures attached hereto (collectively, the “Prescribed Maintenance Instructions”).

This warranty is for residential use only. This warranty shall be valid for a period of 1 year commencing on the date of final payment except with respect to components, doors, and countertops forming part of the Warranted Goods but that are not manufactured by G-Wood (“Excluded Components”). Excluded Components are not warranted by G-Wood, and will be covered only by the express warranty, if any, of the manufacturers thereof. G-Wood makes no representation, warranty, condition, or guarantee of any kind with respect to any Excluded Components.

In the event that defects in material or workmanship are discovered during the applicable warranty period, G-Wood will elect, in its sole discretion to either repair or replace the defective material(s). In the event that G-Wood elects to replace the defective material(s), G-Wood cannot guarantee that the colour and finish of the replacement material(s) will exactly match the colour and finish of the original component(s). This is due to the changes that occur in the woods’ natural aging process and the dye lots in paints and stains. The obligation of G-Wood to either repair or replace any defective material shall be subject to G-Wood’s then current product offering (relating to styles, materials and construction, etc.) at the time of the warranty claim.

G-Wood shall have no obligation to repair or replace any product that has been discontinued or which, in G-Wood’s sole discretion, acting reasonably, has become obsolete. In the event that a warranty claim is made with respect to a discontinued or obsolete product, G-Wood reserves the right to remedy such claim as it sees fit. Decorative hardware, hinges and slides come with a 1 year warranty.

This warranty covers only parts and materials of Warranted Goods supplied by G-Wood to the buyer.



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Certificate of Warranty

This warranty expressly excludes:

- a. Any flooring, tiles, sinks, appliances, plumbing fixtures, drywall etc. including any labour in relation thereto, including without limitation, any labour to remove and reinstall related components such as appliances, sinks etc.;
- b. Any damage and/or deterioration due to normal wear and tear to the Warranted Goods arising from normal residential use;
- c. Any damage and/or defect attributed in whole or in part to the misuse, abuse or neglect of the Warranted Goods, including without limitation, any failure to use or maintain the Warranted Goods in accordance with the Prescribed Maintenance Instructions;
- d. Any deterioration and/or damage to the Warranted Goods attributable to the elements, including but not limited to the exposure of sunlight, water, moisture, humidity, smoke, fire or household cleaners;
- e. Any damage and/or defect attributable to any modification, alteration or correction of the Warranted Goods by any person not authorized by G-Wood;
- f. Any cracking due to humidity;
- g. Natural defects, grain patterns or colour variations related to the natural characteristics of wood or wood fibers;
- h. Any damage and/or defects caused in part or in whole by sub-trades not commissioned by G-Wood;
- i. Any Excluded Components; and
- j. Any damage or defects discovered or reported after expiration of the warranty period.

For more information on the characteristics of wood/materials and painted products please refer to the Wood & Material Specifications Sheet attached. For more information on cabinetry care, countertop care and cleaning procedures, please refer to the care and cleaning procedures specification sheets.

The obligations of G-Wood under this Warranty are conditional upon:

1. The Warranted Goods being maintained in accordance with the Prescribed Maintenance Instructions;
2. The original buyer providing notice to G-Wood within twenty (20) days of the buyer first becoming aware of any defect in the Warranted Goods; and
3. Any and all amounts owing to G-Wood by the buyer shall have been paid in full. This warranty sets forth your sole and exclusive remedy as a warranty holder for any defects in workmanship or materials in any Warranted Goods. Except as expressly set out in this Warranty, G-Wood makes no representation, warranty, condition, or guarantee, express, statutory or implied with respect to the Warranted Goods.



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Wood Specifications

The infinite variety in colour, grain and texture is what gives wood its rich character and natural warmth. Along with the differences among varying wood species, even within the same species, no two trees are alike.

Climate, light, rainfall and minerals in the soil all create diverse and unique grain and colour patterns in each piece of wood. It is impossible to guarantee that all pieces of wood within a kitchen will match in grain pattern and colour. Variations can and will occur with open and closed grained areas in a single door or panel. The following guidelines have been prepared to assist you in selecting the right wood for the desired end result.

Birch

A white to pale yellowish closed grain wood, suitable for natural finish as well as light to dark stains. Specific areas of grain pattern may be highlighted randomly with darker stains.

Cherry

Cherry may contain some sapwood on back face (white wood from the outer section of a log). Grain and colour are matched to form a reasonable blend. Exposure to light causes cherry to darken with age, revealing a deep reddishbrown tone. Gum pockets (black pin holes) are a natural characteristic of cherry.

Maple

Maple is a light brown to creamy tan wood with a subtle grain pattern and is suitable for natural finish as well as light to dark stains. Some mineral staining is acceptable. As with Birch, specific areas of grain pattern may be highlighted with darker stains, but to a lesser degree than Birch.

Red Oak

Red oak grain and colour are matched to form a reasonable blend. Defects such as knots and splits are removed. Character, such as burl and pin knots, is acceptable. Panel ribs are arranged to form a reasonable blend of grain matching and colour tones. Some mineral is acceptable.

White Oak, Rift Cut

Rift Cut White Oak will vary from a light straw colour to a much darker brown mixed with gray/greenish variations depending on the log that the material comes from. Veneer will have a tighter straight grain pattern to it, as rift sawing produces a very straight grain without shiny, wandering medullary ribbons or the shiny spots in the grain known as flakes. In solid, there could be some presence of rays and flakes along with pin knots as this is harder to control in a solid material.

Man-made Exotic Recon Veneers

Recon veneers are made from secondary wood sources such as Italian poplar and obeche and are sliced, dyed layer and laminated in altering layers and in specific ways in order to present different exotic species. Recon veneers provide a consistency in grain pattern and colour but because they are actual wood fibers, they are natural in texture and appearance. Recon veneer will get much lighter in colour if it is exposed to sunlight. Recon veneers are a renewable product and an environmentally friendly alternative to some of the rarer and more expensive exotic veneers.



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Wood Specifications

MDF- Medium Density Fiber

Medium-density fiberboard, or MDF, is a manufactured (engineered) wood product composed of wood fibers that are mixed with resin and wax and pressed into flat panels under high temperature and pressure.

Particleboard

Also known as “particleboard,” is a non-structural engineered wood panel made from the waste residues created during the manufacturing of other wood products. Particle board is denser and more uniform than conventional wood and plywood.

HPL-High Pressure Laminate

High Pressure Laminates (HPL) is considered to be one of the most durable decorative surface materials and is available with special performance properties including chemical, fire, and wear resistance.

Melamine

Melamine is a polymer that overlays a paper resin coating. It is then thermally fused to particle board or mdf. A durable thermosetting plastic. This coating is also easy to clean.

Thermofoil

Thermofoil is a plastic material which is thermoformed to the profile of an underlying engineered wood core such as medium-density fiberboard. Thermofoil typically has a high-quality sheen and may incorporate metallic elements in its finish.

PET

PET stands for “Polyethylene terephthalate” or in other words plastic. These laminated boards can be cut into doors or into cabinets. It can be used for a wide variety of applications. It can be used like any other melamine boards. The only difference is when heat is a factor. PET can’t be used as a countertop nor can any other plastic. It has a better scratch resistance than PVC.

Acrylic

Acrylic is a plastic material which is thermoformed to the profile of an underlying engineered wood core such as medium-density fiberboard.

Direct sunlight should be avoided on all veneered surfaces as fading, bleaching, colour changes and damage to the surface coating may occur. As with any natural timber product, dyed products such as fabrics, colour will change over time when exposed to visible UV light. Fading will still occur with indirect sunlight as well but not at the extent as direct sunlight.

The characteristics of wood species and their aging is a natural process and therefore will not be accepted for replacement or credit. Changes in the humidity and or temperature in the environment may naturally alter the appearance of certain wood components and are therefore, not considered a manufacturing defect. We highly recommend that in the case of new construction, all painting and heating/ cooling systems be fully operational PRIOR to the cabinet installation. The recommended relative humidity level should be between 35% and 50%. Any damage caused due to higher or lower levels of humidity is not the responsibility of G-Wood Cabinets & Countertops Inc.



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Care & Cleaning Procedures

Wood & MDF Cabinetry

Wood doors are designed for interior residential use in a climate controlled environment. Colour, grain characteristics, density and porosity variations occur in all genuine hardwood products. MDF is a smooth man made product of compressed fibers, is more stable than wood in terms of expansion and contraction and provides a very smooth surface for painting.

Thermofoil/PET/Acrylic /Laminate/Melamine Cabinets

Regular cleaning of doors should be done with a mild soap and water solution and dried immediately with a dry, soft cloth. If you have someone else doing your house cleaning, please ensure they are aware of these cleaning procedures.

Cabinet Exteriors

Regular cleaning of wood doors should be done with a clean, damp cloth and dried immediately with a soft cloth. A mildly damp microfiber cloth works best for cleaning your cabinetry. If you have someone else doing your house cleaning, please ensure they are aware of these cleaning procedures.

Cabinet Interiors

Regular cleaning of cabinet interiors should be done with a clean, damp cloth and dried immediately with a dry, soft cloth. Please ensure when putting pots and glassware away that they are dry.

Soaps & Detergents

Do not use detergents, strong soaps, abrasives, or self polishing waxes on your cabinets. Avoid using cloths, which may contain remnants of these cleaners as they may leave streaks and shiny spots in the finish.

Moisture

This is the most critical area in your kitchen that you should be most aware of. Moisture is the worst enemy of any finish and substrate material. Please ensure that your exhaust fan is turned on before starting your cook-top elements. This is one of the most important steps when using your appliances. Please ensure you will take every precaution to ensure this is done. Dry off any water immediately. Avoid exposure of doors and drawers to high heat. Avoid water splashing and settling against the bottom of doors, toe kicks, panels and gables as it will cause the particle core/mdf material to swell. This is not covered by warranty.

Humidity

Indoor relative humidity should be between 35% and 50%. As with any wood product, when humidity is too low, cracking and splitting may occur.



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Care & Cleaning Procedures

Heat

Exposure to heat will result in de-lamination and peeling of the foil. Damage caused by exposure to heat in excess of 80 C (185 F) is not covered under warranty and replacement of the doors or drawer fronts will be at the expense of the customer.

Small Appliances

Such as, kettles, toasters and toaster ovens or other appliances that emit steam or heat cannot be placed under cabinetry while in use. This exposure will cause de-lamination of the doors, light valance, edge tape and discolouration of the finish. Please remember that it doesn't take long periods of time to discolour or delaminate material.

Dishwashers

Allow dishwasher to dry the dishes using the dry cycle. The common practice of opening the dishwasher to allow steam to escape forces the steam onto neighboring doors and drawer fronts. Damage caused in this fashion is not covered under warranty and replacement of the doors and drawer fronts will be at the expense of the customer.

Laminate Countertops

For daily cleaning of laminate countertops simply wipe with a slightly damp soapy cloth and immediately wipe off any remaining residue. For stubborn stains cautiously use a non-abrasive liquid cleaner.

Seams & Joints: Avoid any moisture on countertop seams and joints. At installation the exposed particle core at the miters and joints will be siliconed to protect it. However water in seams and joints will cause the particle core substrate to swell. Countertop seams and joints are not warranted.

Direct Heat: Do not place heated cooking ware directly on laminate surfaces. Protective pads are always recommended.

Cutting: Always use a cutting board for food preparation. Never cut directly on surface of countertop.

*Please note: During new home settlement, the caulking/grout between the countertop and the wall may come loose. You can re-seal with silicone caulking, available at your local hardware store, or refer to your builder.



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Terms & Conditions

1. G-Wood guarantees its products for a period of 1 year commencing on the date of final payment. This guarantee includes all parts for 1 year and labour for 1 year. Please refer to the certificate of warranty for all details relating to the G-Wood warranty. However, since many of the components of the Goods are manufactured from wood and other natural materials there may be some variations in colour, grain, appearance, composition, weight and dimensions.
2. The Buyer acknowledges that they have been provided with a copy of G-Wood's Certificate of Warranty together with copies of the Wood and Material Specifications Schedule, the Cabinetry Care and Cleaning Procedures, the Countertop Care and Cleaning Procedures, Terms and Conditions of Purchase and the Painted doors and Components. The Buyer acknowledges and agrees that the Buyer is solely responsible for familiarizing and understanding itself, and fully complying with, the aforementioned documents they have received.
3. The total liabilities of G-Wood to Buyer pursuant to this Certificate and under all guarantees given hereunder shall in no event exceed the purchase price mentioned in the CCDC Contract. G-Wood shall in no event be liable for any consequential damages, losses, expenses or costs incurred by Buyer as a result of, or in any way connected with, this Certificate, or the breach thereof by G-Wood.



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