

Lifetime Limited Warranty

Decorá, a division of MasterBrand Cabinets, Inc., ("Decorá"), warrants to the Original Consumer Purchaser for as long as they own their home that Decorá Cabinetry products ("Product") will be free from defects in material and workmanship under normal use. This warranty is only applicable to Products purchased and installed in residential applications within the United States and is not transferable to subsequent owners. Original Consumer Purchaser means the person who owns and occupies the home in which the Product is initially installed, or purchases the dwelling from the builder/contractor/developer and is the first occupant of that dwelling.

What This Limited Warranty Does Not Cover

This Limited Warranty does not apply to Product: (i) installed outdoors; (ii) used for purposes for which it is not designed or intended by Decorá; (iii) which has been subjected to misuse, vandalism, abuse, negligence, or accident; (iv) which has been improperly stored (if Product must be stored, it should be covered and stored in a humidity/temperature controlled environment away from direct sunlight); (v) which has been improperly installed, cleaned or maintained; (vi) which has been subjected to improper temperature and/or humidity extremes (temperature outside the range of 50-85°F, humidity outside the range of 30-55%); (vii) fire, flood, and acts of God; (viii) exhibiting normal wear and tear; and (ix) not purchased in, or installed in, the United States.

In addition, natural woods may vary in color and characteristics and exhibit subtle changes as the age. For example, painted doors, drawer fronts and face frames may eventually have visible cracking around the joint area and cabinet colors may darken or lighten over time. Sunlight, smoke, and other environmental conditions may also affect the color and integrity of your finish over time. These variations are considered to be the nature of the material in relation to their environmental exposure and are not covered under this Limited Warranty.

Certain household cleaners and other substances may also affect the color and integrity of the Product's finish over time. Any such effects on the color and/or integrity of the finish over time are not covered by this Limited Warranty. Decorá includes cabinetry care instructions with the Product, and those instructions are also available from Decorá or its authorized dealers.

Warranty Holder's Sole and Exclusive Remedy Under This Limited Warranty

In the event of non-conformity in workmanship or material in one or more components of the Product, Decorá's sole obligation is, at its sole option, to repair or replace any non-conforming component. This is the warranty holder's sole and exclusive remedy for the Product under this Limited Warranty. By way of example but not limitation, the following costs and expenses are not covered by this Limited Warranty: (i) labor costs for the removal or reinstallation of the Product, or non-conforming part thereof; (ii) labor costs or material charges for the removal, reinstallation, replacement or refinishing of other items or building materials (such as, but not limited to, counters, sinks, tiles, flooring, appliances, or plumbing fixtures) which must be removed, replaced, reinstalled or refinished in order to repair or replace the non-conforming Product.

When a claim for warpage/joint separation/wood growth is submitted, Decorá may, at its sole option and after inspection, defer action for 12 months to allow the Product to acclimate to the installed environment.

The repair or replacement obligations under this Limited Warranty are contingent upon the current product offerings of styles and construction options within the Decorá product line at the time of the warranty claim. If a warranty claim is filed for an obsolete Product, and Decorá elects to repair or replace the non-conforming obsolete Product, Decorá reserves the right, at its sole option, to honor its repair or replacement obligations under this Limited Warranty by either: 1) replacing the affected component with a new component of the same style; or 2) replacing the affected component and any other component(s) to achieve a uniform appearance with a similar and comparable product style of the originally purchased style.

If components are replaced or repaired, Decorá cannot guarantee that the finish of these replacements or repaired Product will exactly match the finish and appearance of other Product installed at the premises. This is due to the changes that occur during the woods' natural aging process, affecting its color and grain.

DISCLAIMER OF WARRANTIES

THE FOREGOING LIMITED WARRANTY IS IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES NOT EXPRESSLY SET FORTH HEREIN, WHETHER EXPRESS OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT THAT ANY IMPLIED WARRANTIES MAY NONETHELESS EXIST BY OPERATION OF LAW, ANY SUCH WARRANTIES ARE LIMITED TO THE DURATION PROVIDED BY THAT LAW. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

LIMITATION OF LIABILITY

DECORÁ'S SOLE LIABILITY UNDER THIS LIMITED WARRANTY SHALL BE REPLACEMENT OR REPAIR, OR REFUND OF THE PURCHASE PRICE AS SET FORTH ABOVE. IN NO EVENT, WILL DECORÁ BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES INCLUDING, BUT NOT LIMITED TO, LABOR, REMOVAL, REINSTALLATION, REFINISHING, LOSS OF USE OF THE PRODUCT, LOSS OF PROFITS, LOSS OF REVENUE, LOST GOODWILL, CLAIMS OF EMOTIONAL DISTRESS, OR CLAIMS OF WARRANTY HOLDERS' CUSTOMERS, WHETHER BASED ON CONTRACT, WARRANTY, TORT (INCLUDING, BUT NOT LIMITED TO, STRICT LIABILITY OR NEGLIGENCE) OR OTHERWISE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

EVEN IF THIS LIMITED WARRANTY IS DEEMED TO HAVE FAILED OF ITS ESSENTIAL PURPOSE, IN NO EVENT WILL DECORÁ'S ENTIRE LIABILITY EXCEED THE PURCHASE PRICE OF THE PRODUCT WARRANTED HEREUNDER, OR THE NON-CONFORMING PORTION THEREOF, WHICHEVER IS THE LESSER AMOUNT.

Warranty Claims

To obtain benefits under this Limited Warranty, contact your authorized Decorá dealer or distributor, who will arrange for inspection of the Product. A dated sales receipt as proof of purchase is required to obtain benefits from this Limited Warranty. If you have difficulty obtaining assistance, please write to:

Decorá Customer Service
One MasterBrand Cabinets Drive
Jasper, Indiana 47546
www.Decoracabinets.com



Internet Commerce

Purpose: Decorá recognizes that the Internet has become an indispensable resource for consumers to obtain information. Decorá establishes this policy to provide guidelines for broad use of the Internet as a communication and sales tool respecting Decorá products. Decorá reserves the right to change this policy at any time, with or without notice.

Web Site Address: Decorá provides a web site that lists its current product offering. For the most current and comprehensive source of product information, consumers are encouraged to visit this web site (<http://www.decoracabinets.com>). Dealers are authorized to provide Decorá cabinet's web site on all promotional and advertising materials.

Mutual Link: Decorá's web site provides a dealer locator listing the name, address, phone and fax numbers of authorized Decorá dealers. If a dealer web site address is provided to Decorá, a link to the dealer web site can be established through the dealer locator. A mutual link, in form and substance satisfactory to Decorá, must be signed by the MasterBrand Cabinets Manager of Interactive Marketing and the authorized dealer.

Decorá Logo Use on the Internet: Approval to use in any manner on the Internet or other electronic format the Decorá logo or any other intellectual property owned or licensed by MasterBrand Cabinets, Inc. or any of its affiliates must be obtained from the Decorá Brand Manager. Once approval has been obtained, the dealer is free to use the logo in accordance with Decorá Trademark Guidelines, available from a Decorá Sales Representative.

Web Site Development Costs & Monthly Fees: Financial support for the development of a web site will be granted only pursuant to Decorá Co-op Advertising Program guidelines, available from a Decorá Sales Representative. Decorá does not provide financial support for any monthly maintenance fees associated with a web site.

Internet Sale of Decorá Products: Decorá reserves the right to restrict the sale of its products on an Internet web site. Any dealer that wishes to sell Decorá products on an Internet web site, at a minimum, must comply with the following:

- Terms of delivery and costs for shipping must be fully disclosed. Delivery of products by Decorá will be made only pursuant to Decorá Home Delivery Policy, available from a Decorá Representative.
- As with products sold through traditional channels, servicing of Decorá products sold on an Internet web site will be the sole responsibility of the selling dealer. This must be fully disclosed to the consumer on the web site and at the time of the sale.
- To uphold the integrity of Decorá products and the reputation of Decorá, dealers should:
 - not engage in any deceptive or misleading advertising and/or marketing.
 - comply with all applicable laws and regulations and any rights of third parties, such as those respecting trademark, patent, copyright and trade secret.
 - Keep their web site current and updated with the latest product and pricing information.
- Dealers should post and adhere to an appropriate detailed privacy policy on their web site.

Credit

All orders are subject to approval by the MasterBrand Cabinets Credit Department and Home Office. Terms for open account customers are 1% 10 days, net 30 days. Payment is considered to be received if postmarked on or before the discount due date or net due date. Merchandise is billed F.O.B. Jasper, Indiana. Customers not qualifying for open account status may be set up on COD (Cash On Delivery) or CWO (Cash With Order).

An interest charge will be applied to all past due balances at the lesser of 1-1/2% per month (18% annum) or the rate allowed by law. All interest charges will be reflected on monthly statements.

The following policies apply to cash discount:

- a. Discounts will not be allowed when an open account balance due from a customer is replaced by a note, trade acceptance, or an assignment to a third party.
- b. Discount will not be allowed when there are open, undisputed, past-due items on the account.
- c. Cash discount is allowed on the net total, not freight.
- d. If a customer takes an unearned cash discount, it will be charged back regardless of amount.
- e. Cash discounts do not apply to display merchandise. These items will be billed at terms of net 30 for open account customers.

Although the Decorá Credit Department will attempt to notify a customer of potential problems, **it is the customer's responsibility to be aware of the status of the account and to stay within credit terms.**

The normal Decorá product delivery schedule (subject to change by Decorá) is 7 to 28 days from Decorá's receipt of a satisfactory order; a satisfactory order is characterized by clear, complete, and accurate order information, as well as approved credit. Decorá is not responsible for any costs or delays arising from unsatisfactory customer-supplied information or from credit-related issues which prevent scheduling or shipping of orders.

Orders not scheduled due to credit-related issue(s) will be inserted into the regular production cycle when the agreed payment is received by Decorá and will be delivered 7 to 28 days from that date, depending on shipping schedule.

Scheduled orders held from a Decorá pool truck due to credit-related issue(s) will be rescheduled on the next available pool truck after resolution of the issue(s). The customer will be responsible for a handling charge of 25% of the lost freight expense in addition to actual delivery cost.

Cost to expedite shipment by means other than normal pool truck will be borne by the customer.

Express Response Program **EXPRESS** RESPONSE

Our Commitment to Channel Partners, Designers and Customers

Decorá's Express Response program is designed to expedite orders when customers need product faster than normal lead times to correct problems with an existing order. Below is an overview of the program and what you can expect from Decorá's commitment to superior service.

Guidelines


- Order must be associated with a previous order number.
- All orders received by 12 NOON E.T. Monday-Friday will be automatically scheduled for Express Response that same day. Orders received after the cutoff time will be processed on the next business day.
- Lead time calculation is based on receipt of a clean order on a credit-worthy account. Clean orders are orders in which all information is provided and accurate.
- There is no additional up-charge for Express Response.
- There are no cancellations or returns once order is received.
- Due to the special nature of Special Orders, Appliance Panels, and Enkeboll moulding items, they are excluded from the Express Response program and will be processed as a standard lead time order.
- Express Response is available within the continental United States. Should Alaska, Hawaii or international shipments be required, customer service representatives are ready to assist by providing shipping information and determining lead times.

Lead times

12 WORKING DAYS OR LESS FROM ORDER TO DELIVERY (channel partner or home delivery agent):

- Items shipped via LTL (via SuperPACT™) or truckload
- Includes all catalog items except those that can be expedited through the 5-day program listed below

5 WORKING DAYS FROM ORDER TO DELIVERY:

- Qualified items are designated in the Pricing/Specification Guide with an icon 
- Items will ship via parcel ground
 - Lead time calculation allows for 2 days parcel ground shipping time. Some geographic areas may require additional shipping time.
- For orders containing both 12 day and 5 day items, the longer lead time applies.

QUESTIONS? If you have questions that aren't answered here, contact your Customer Service team.

Decorá Warped Door

Decorá's line of framed cabinetry is constructed to strict specifications, including the moisture content present in wood. When the moisture content is maintained at a constant level, Decorá is able to minimize the amount of expansion and contraction associated with natural wood. When a great amount of expansion and contraction occur, the result can be a warped door. By strictly controlling the amount of humidity present during manufacturing, Decorá is helping to ensure you receive a quality product.

Because wood is a natural product, each piece of wood exhibits its own unique color and grain variations. These differences give wood its genuine beauty. The wood's natural properties also determine how each individual piece will react to changing weather conditions. Therefore, eliminating warped doors is virtually impossible.

If you feel that you have a warped door, Decorá requires that you perform initial testing to determine the extent of the problem.

1. Remove the door from the cabinet and remove all decorative surface knobs or pulls and hinges.
2. Place the door on a completely flat surface, as determined by using a level, and alternately press on opposite corners to observe if the door "rocks" or pulls away from the flat surface.
3. If you observe a gap between the door and the flat surface, measure the distance to determine the amount of warpage.
 - A door must be warped at least 1/4" before it can be considered for replacement. When ordering a replacement by using Decorá Part/Replacement Order Form, be sure to fill in the "Reason for Replacement" section by identifying the applicable warping classification illustrated below.
 - If a door is warped less than 1/4", we recommend you allow a complete heating and cooling cycle (summer to winter season change) to allow the door to reach a moisture equilibrium. Adding magnetic catches or roller catches will often correct minor problems.
4. If the door does not pull away from the flat surface, it is not warped. Most likely, there is a problem with the cabinet installation. When cabinets are not installed in a level or plumb position, they become racked and will cause the door to appear warped. To check for a racked cabinet, place a level on one end rail. The bubble in the level will appear centered if the cabinet was properly installed in a level position. Now place the level on the other end rail.

Again, if the bubble appears centered, the cabinet is properly installed in a level position. Any variations in the location of the bubble will indicate the cabinet was not properly installed. (A plumb bob will reveal the same information.)

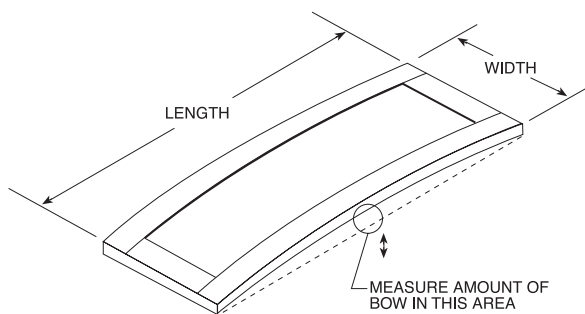
Another proper installation check is to place the level on the top, and then bottom, of the installed cabinet's face frame. Identify the bubble's position in both, top and bottom, locations of the face frame. The bubble's position will indicate if the cabinet was properly installed.

Glossary

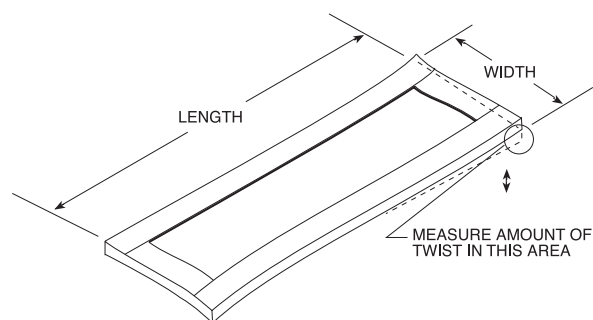
- LEVEL: (v) A term used to describe a true horizontal line.
(n) A device for establishing a horizontal line or plane by means of a bubble in liquid that shows adjustment to the horizontal by movement to the center of a slightly bowed glass tube.
- PLUMB: (v) A term used to describe a true vertical line. If something is "out of plumb," it is not exactly straight up and down.
- RACK: (v) The action of straining or wrenching through improper installation.
- WARP: (v) The action of twisting or bending out of a true flat or level surface.

Decorá Warped Door (continued)

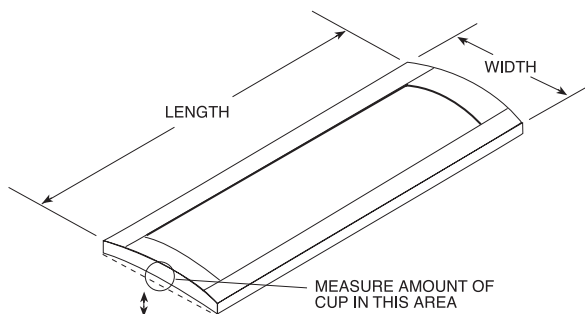
Classification of Warping



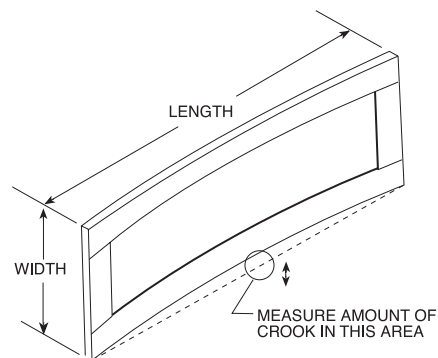
BOW – VERTICAL DEVIATION (UP OR DOWN) FROM A TRUE FLAT PLANE. A BOW IS USUALLY ASSOCIATED WITH THE LENGTH.



TWIST – VERTICAL DEVIATION (UP AND DOWN) FROM A TRUE FLAT PLANE. TWIST USUALLY OCCURS TO JUST THE CORNER(S) OR END.



CUP – VERTICAL DEVIATION (UP OR DOWN) FROM A TRUE FLAT PLANE. A CUP IS USUALLY ASSOCIATED WITH THE WIDTH.



CROOK – HORIZONTAL DEVIATION (SIDE TO SIDE) FROM A TRUE EDGE. A CROOK IS USUALLY ASSOCIATED WITH THE LENGTH.

Humidification

The natural response to wood to changes in humidity is much more dramatic than most people realize. Here is a table showing (a) how much a cabinet door panel is likely to shrink in an unhumidified house, (b) how much a cabinet door is likely to expand in excess humidity, and (c) the total potential range of dimension changes from a muggy July to a cold dry winter.

Total Potential Movement (inches) of solid wood panels

Species	Panel Dimension (inches)	(a) Winter	(b) Summer	(c) Annual Range
Alder/Rustic Alder	19.75	-0.27	0.25	0.52
Cherry	19.75	-0.26	0.25	0.51
Hickory	19.75	-0.34	0.31	0.65
Maple	19.75	-0.49	0.10	0.59
Oak	19.75	-0.32	0.31	0.63

Notice the annual dimension change for a solid wood panel can approach three-quarters of an inch! For this reason, cabinet doors are typically manufactured at a targeted range of 40% – 50% relative humidity. This usually works very well because even unhumidified homes stay between 20% and 70% in normal years with typical cooking and washing activities.

In extremely cold, dry winters, some doors can be exposed to conditions that are below 20% relative humidity for weeks at a time. Exposure to sustained conditions such as these would cause panels to shrink and will not be considered defective. New construction makes the problem worse since the heat is on but no one is living in the home to raise the humidity levels. Conversely, where in-home humidity exceeds 70% relative humidity for extended periods of time, panels will swell and this will not be considered defective.

Steps Consumers Can Take To Protect Real Wood Furnishings

- **Keep an eye on the humidity inside the home.** Reasonably accurate digital thermometers-hygrometer units are available to measure humidity.
- **Maintain the humidity at or above 20% when the temperature is below 20 degrees and over 35% when the temperature is above 20 degrees.** Some ways this may be accomplished are installing a whole-house humidifier on the furnace, running a portable humidifier in key rooms, or placing pans of water near the heat registers.
- **Don't over-do it.** Significant condensation on windows is a sign the humidity levels are too high for outside temperature conditions.
- **Recognize that finished wood responds to humidity over several days to several weeks.** It takes time before the wood returns to normal after any correction to the environment.

Cabinet Care Suggestions

Your Decorá cabinetry is distinguished by a beautiful multi-step exterior finish. "Nature's fingerprint" is never the same in two pieces of wood, and the experts at Decorá have carefully finished your cabinetry to highlight and complement the naturally occurring variations in color and grain.

The Decorá finish is as durable as it is beautiful. A catalyzed varnish topcoat creates an easy-care surface that protects your cabinetry from many common spills, moisture, and everyday wear.

The Decorá finish will remain beautiful with very little maintenance. Follow these tips on basic care and you will enjoy your Decorá cabinetry for years to come.

1. After installation is complete, wipe the cabinets with a soft, clean cloth dampened slightly with water. Dry immediately with another clean, soft cloth.
2. Regular cleaning requires only wiping with a dampened cloth and then drying. Remove oil, grease, or general soil by using a clean cloth dampened with a fresh solution of mild dishwashing soap and water. Rinse with a clean cloth dampened with clean water and then dry thoroughly.
3. **WARNING:** Excess moisture is one of the worst enemies of any finish. Sink, range, dishwasher, oven and baseboard areas are most susceptible. Promptly remove water spills and excess moisture from cabinets, using a clean, soft cloth.
4. Avoid using harsh detergents, strong soaps, abrasive cleaners, or self-polishing waxes when cleaning. Also avoid using ammonia solutions on or near cabinets. These substances could have a deteriorating effect on the finished surface.
5. Avoid using a dishcloth to clean or dry cabinets, as it may contain remnants of detergent or grease.
6. Cover nicks and scratches with a tinted putty stick, such as the one included in the touch-up kits that are available through your dealer.
7. We do not recommend waxing. Over time, waxing and polishing compounds may build up on the surface causing a hazy, streaky appearance.

