

KNOW WHAT TO EXPECT

1. Installation hours are Monday to Friday 8:00 am to 4:00 pm. Our customer service department will contact you with an appointment that has the arrival time within a 4-hour window.
2. Lead times may vary and are subject to change.
3. Our Interior nation associate will provide a measure and/or installation date and time which will require the customer / homeowners (above 18-year age) presence throughout the entire installation. If for any reason the customer and/or homeowner cannot be present in whole or in part, they may elect to authorize a representative (above 18-year age) to be in attendance on behalf of them. The customer and/or homeowner assumes all responsibility for decisions made by their representative.
4. We require 24 hrs notice for cancelled appointments. Appointments will be rescheduled for the next available date and time or when in the area. Whenever possible we will provide 24hrs notice for rescheduled appointments however; occasionally unforeseen circumstances arise in which we are not able to provide advance notice. In these cases, the customer will be notified of cancellations as soon as we become aware of it.
5. Customers in condo or apartment buildings are required to book the service elevator for the entire length of the installation.
6. The customer is responsible for having the installation area prepared and having all existing doors, mirrors or shelving and supports removed prior to installation unless otherwise stated on the order. Please have your furnace fan turned off prior to installation, also move any furniture or items which may block access to the area where the installation will occur.
7. We require a minimum of 24hrs notice prior to installation if the homeowner is unable to meet the scheduled measure or installation date. When the installer arrives on site and the obligations of the homeowner have not been met, a service charge may be levied to the customers for re-scheduling of installation.
8. If walls and openings are not at 90 degrees and/or they are wavy, crooked or bowed, Interior nation will try to fit our custom products to the best of our ability; however, we will not be responsible for gaps and uneven spacing due to unevenness of walls, floors and openings. Walls in the installation area should be sheet rock.
9. Mirror and glass products require adequate time for adhesive materials to dry and cure; therefore, they will not be cleaned by the installer upon completion of the installation.
10. The customer accepts that there will be some cutting done on site and this may create residual dust at the site of installation.
11. Interior nation installers will always keep their shoes/boots on during work. This is required for safety reasons and for the assurance of safe product transportation. Floor coverings should be provided by client if required.
12. All materials delivered and/or installed by Interior nation remains the property of Interior nation until the account is paid in full. Homeowner hereby grants Interior nation the right to enter premises to recover property that belongs to Interior nation in the event of non-payment, and grants In a security interest in the materials supplied by it which materials will not become fixtures or part of the real property of the Customer.
13. Countertops will not be installed if new or existing cabinets are not plumb or levelled. This may delay the process.
14. Permits may need to be obtained and will be the responsibility of homeowner.
15. If a pre-existing or hidden condition is encountered during the installation which will hinder the integrity of your job, our associate will inform you and the office of the situation and determine whether these issues need to be

fixed before the installation continues. You will be provided with option based on the issue encountered. If additional charges apply, you can make an informed decision before work proceeds.

16. Though our installer will make every effort to contain dust to the work area, it will inevitably spread to other areas of your home. Installers will try to do a reasonable clean up after work. The client is responsible for a thorough cleaning.
17. As a safety precaution, please keep children and pets out of the work area.
18. The removal of the existing kitchen can cause damages to immediate walls and flooring. Interior nation and our installer will not take any responsibility to fix damages caused during removal and installation process.
19. Although we work very hard to get you best and right product on time. There are situations when cabinets or doors get damaged in shipping or any other unforeseen circumstance like incorrect orders etc. We take full responsibility to provide you the right product you ordered. Be prepared for these situations and expect delays in the project schedule due to production and shipping time restrictions.
20. Once the installation is complete, the installer will do a final inspection with you to ensure the work meets your expectations. We provide 6-month installation warranty as industry standard.
21. Locate a place, or “staging area”, to store your cabinets and any other products that are delivered prior to your installation. The staging area should be sheltered from weather and be secured and near to project area.
22. Consider your selection carefully, before you place your order. No changes can be made to the order once it is placed, because cabinets will be customized to fit in your kitchen. Any kind of upgrade material, drawings and selection change will cost extra and impact production timeline.
23. We work hard on design and price any design or selection change can cost extra.
24. There is no warranty on Countertop material and installation check carefully after installation if any discrepancy contact Interior nation in 24 hours.
25. Samples, displays, paint chips or pictures may not represent the exact colour received at the time of shipment.
26. All moldings, toe kicks and panels are available in 96” lengths only. This may result in joints and seams in the finished product.
27. Unforeseen or concealed physical conditions can significantly increase the cost of performing work Interior nation cannot discover concealed conditions before executing actual work, there is sometimes unwittingly risks of such hidden conditions client is liable for the additional cost to overcome them.

CANCELLATION POLICY

Cancellation of the order within the first Five-day period entitles you to a refund of the order amount LESS a 35% cancellation/service fee of the total contract amount.

35% Cancellation/Service amount is for time spent with Client, Design, Site Visit, Measure, Paper work.

There will be no cancellation after the Five-day period.

Refunds will be made within 30 days of the CLIENT/BUYER’s receipt of the written cancellation notice.

Terms and conditions as stated in any and all estimates accepted from this date forward become a part of this contract.

All terms and conditions expressly specified herein shall render null and void any conflicting terms and conditions in any and all other contracts relative to any estimates unless specifically changed in writing.

WOOD & MDF WAIVER FORM

1. Variation in wood and stain contribute to the beauty and distinction of wood products. Door samples, displays, chips or picture may not represent the exact colour received at the time of shipment. Expect variation in wood grain, stain and colour. If total uniformity and perfect grain pattern is desired in the look of your cabinetry, we recommend not purchasing a genuine wood cabinet finish, but rather to select a laminate, thermofoil, polyester or wood with an opaque stain or wood with a painted finish.
2. Natural products are affected by environment, it is impossible to guarantee that all pieces of wood within a kitchen will match in grain pattern and color. We believe variety is what makes natural products so appealing.
3. All solid wood doors are made of natural wood which may expand or contract with the transition of climate conditions. This may be identifiable on the joints, particularly on painted solid wood products.
4. Our doors are thoroughly inspected at the time of production but because it is a natural product pin and mineral streaks are allowed on the face of the door.
5. Glazing is done by hand; therefore, complete uniformity can not be guaranteed.

WARRANTY

Cabinets manufactured by Kitchen nation are warranted to be free from defects in material and workmanship under normal use to the original consumer purchaser for a period of Two (2) years from the date of purchase. This warranty is not transferable to subsequent owners. Unfinished product is not covered under this warranty. Most Kitchen nation cabinet doors are solid wood and MDF. These doors will perform well in a variety of conditions. All wood products are designed and intended for controlled interior applications only. Any solid wood product will respond adversely to extreme conditions—especially extremely low or high humidity conditions. Mitred door joints are especially subject to movement under these extreme conditions. Gaps that may develop in door joints due to these conditions are not subject to replacement under this warranty.

LIFETIME LIMITED WARRANTY

DRAWERS, DRAWER GUIDES & HARDWARE: -All drawers manufactured by Kitchen nation, are warranted to be free from defects in material and workmanship for as long as the original consumer purchaser owns the home where installed. All drawer guides and hinges are warranted by the manufacturer to be free from defects in material and workmanship for as long as the original consumer purchaser owns the home where installed. These warranties are not transferable to subsequent owners.

Kitchen nation warranties apply only to product used in single-family, non-rental, non-commercial residences. This warranty does not cover damage from misuse, abuse, neglect, improper storage, defects caused by moisture or heat-related damage, normal wear and tear, or acts of God.

Should defects in material or workmanship exist during this warranty period, Kitchen nation will elect at its discretion to either repair or replace free of charge the defective material or component, excluding labour and transportation costs. This warranty covers only parts and materials supplied by Kitchen nation and does not cover costs for removal or reinstallation of countertops, plumbing fixtures, appliances or related materials, or labour costs. Natural and environmental factors will affect cabinet products over time; therefore, Kitchen nation cannot be held responsible for replacement product that may not exactly colour-match the installed product.

Kitchen nation periodically updates and makes changes to its product line and specifications. If a warranty claim is filed against an obsolete or changed product, Genuine will replace the part(s) under warranty with a new part of the same style or with a similar style currently offered. Genuine cannot be held responsible for a replacement product that may not exactly match the installed product.

To submit a warranty claim, the original consumer purchaser must provide a copy of the dated sales receipt as proof of purchase.

What Cover Under warranty

- Deficiencies and defects visible from less than 5' under natural lighting conditions.
- Faulty Hinges.
- Sliding Drawer Hardware (Rollers).
- No burn/Fire cabinets will be covered.
- Sinks free of dents or major scratches. Minor surface scratches are not covered.

- Door alignment to be adjusted once.
- All backsplash area around water will be caulked. Client to complete regular checks of caulking to ensure no water penetration.
- Faucet leaks free
- Free flowing sinks
- P-traps leak free
- Drywall deficiencies- seen at 6ft in natural lighting conditions will be repaired, sanded, and painted with original paint choice.
- Paint finish Pearl finish used in all kitchens

What not Cover Under warranty

- Deficiencies and defects not visible from 5' or more under natural lighting conditions.
 - With wood doors the humidity needs to be standard temperature or doors will split and crack.
 - With MDF Therma foil doors. If melted or soaked with water. Then the material will peel.
 - With interior melamine. If soaked with water material will bubble.
 - Countertops Melamine/Laminate. If soak with water for too long material will peel off. The counters are not waterproof only water resistant. Normally they put a sticker that says customer to remove. It reads the simple disclaimer that they are not waterproof.
 - Hinges or door ripped off cabinet.
 - We will not cover unlevelled doors as the client can adjust them themselves. These tend to wear out a bit and will have to be re levelled.
 - We will only cover unlevelled doors if it was not done within the 30 days.
 - Damage to sink or plumbing if misused is not covered
 - Cabinets that break apart will have to be covered.
 - Reveal trim or crown molding with cabinets touching ceiling and have gap and gap split due to settling will not be covered.
 - Kick plate that has water damaged will not be covered. (Too much water on the floor.
 - Doors that color becomes faded due to lack of cleanliness.
 - Granite or stone countertop that split due to pressure cracks or misused.
 - Stains on countertops
 - Grease from hood range that is clogged in motor due to uncleanliness.
 - Scratched or dented cabinet material.
 - If toaster or candle or any machine that produces heat is left on this will melt the cabinets. We will not cover.
 - Shelf clips will not be covered as they break because they are plastic. They can also be purchased at any hardware store.
 - Paint peeling off backsplash from heat or water damage.
 - Clogged sinks.
 - Faucet Tap clogs due to sediment in air-rater.
 - Melted plugs due to misuse or improper voltage machine.
 - Light bulbs.
 - Paint finish Pearl finish used in all kitchen projects.
 - Cracks, nail pops, provided that indoor humidity is below 35% upon at time of warranty inspection
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- Scratches on the walls due to moving in/out.
 - Flooring/Baseboard: lifting or separation of any boards by humidity
 - The flooring/baseboard may also be affected by low humidity.
 - Chips/scratches on the floor.
 - HVAC: We do not do duct cleaning- Replace your furnace filter upon project completion.
 - Electrical: GFI Switches that are tripped are not covered under warranty. Always push the test/reset buttons before calling us. If this is the repair that is needed, and you call our electricians on site, your deposit is forfeit.
 - Plumbing
 - Clogs and blockages of any kind are not warrantable. We tie into your existing plumbing to Ontario Building Code, and from time to time there may be blockages. This is rarely the result of our construction. Should you need your pipes cleaned, call a service plumber. If they determine that the blockage is a result of our construction, we will need an invoice from the plumbing company proving so, and we will reimburse the bill.
 - Your existing plumbing that we tied into is not covered. We do a thorough inspection prior to construction but ultimately what exists in your house is your responsibility.

- Please ensure you have sufficient access to the garage/backyard water shutoffs before the project is complete. Client is responsible to close water valves during freezing temperatures, and INTERIOR NATION recommends that you also remove/detach the hoses on the exterior of the house as well. If your water shutoffs or any pipe that we have installed up to the water shutoff bursts as a result of freezing, this is not covered under our warranty. You may be able to make an insurance claim for any damages regarding this; please check with your home insurance provider to find out.
- Lightbulb replacement.

Please refer to www.tarion.com all warranties are followed by Tarion's Construction performance guidelines.