

Dealer _____ PO# _____

Consumer _____

Congratulations on your decision to purchase finished cabinetry from R.D. Henry & CO. With more than 40 years of experience in crafting fine cabinetry, we are certain that you will be pleased with your purchase for many years to come. All of us at R.D. Henry & CO. want you to be a truly satisfied customer, therefore, we take this opportunity to explain the characteristics of the finish that you have selected. We stress the differences you may experience with these finishes and require this letter of agreement to ensure that you are properly educated on the inherent nature and characteristics involved with these finishes and woods. The window of acceptance on special finishes is naturally wider than our standard finished products. Adding or deleting just one step can dramatically alter the final look.

PLEASE READ AND INITIAL ALL THAT PERTAIN TO THE FINISH YOU SELECTED:

☐ **I. GLAZE FINISHES:** Glazed finishes are the result of a hand-applied process before the final topcoat. Due to the nature of this procedure, each individual kitchen will have its own set of characteristics i.e. no two doors or drawer fronts will have the same look. Depending upon the base color, some glazes may tend to create a haze on the surface. The glazing will have a tendency to be more dominant or "hang-up" in areas of the cabinetry with sharp edges, corners, and recesses. For example, the exact same finish on cabinetry that has intricate doors and ornate moldings will appear darker than an uncomplicated shaker style kitchen. Glaze is not applied to the backs of doors and drawer fronts. _____Initials

☐ **II. NATURAL AND LIGHT FINISHES:** R.D. Henry & CO. cabinetry features select Alder, Knotty Alder, Beech, Rustic Beech, Cherry, Hickory, Rustic Hickory, Maple, Red Oak, and Quarter-Sawn White Oak woods and veneers. These woods vary in color. Shades of white, brown, black, red, yellow, and even green are noticeable in lighter finishes. Mineral streaks, wormholes, and nature's imperfections will be more prevalent. Grain and texture will vary from "even" to "wild". These are normal characteristics found in wood. _____Initials

☐ **III. UNFINISHED CABINETRY:** R.D. Henry & CO. cannot be responsible for your own finishing or the results of others. Our finish is designed to provide protection from the drastic changes in the moisture content of the wood. These changes can cause warping of the wood, cracking and splitting, as well as moisture spots. Therefore, our warranty will apply only to workmanship and will assume no responsibility for the finish or areas related. _____Initials

☐ **IV. AGING (DISTRESSING):** Aging (Distressing) is the creation of an artistic touch applied by skilled artisans. The various methods that are employed to achieve this aged look lend each kitchen its own uniquely individual characteristics. Due to the nature of these procedures, each kitchen, and more specifically each individual door and/or drawer front, will have their own identity i.e. no two doors or drawer fronts will have the same look. Adding or removing any of these processes from a finish will drastically alter the final appearance of that finish. Aging (Distressing) is not applied to the backs of the doors and drawer fronts. _____Initials

☐ **V. PAINTED / OPAQUE FINISHES:** R.D. Henry & CO. uses only the highest quality woods and veneers. The inherent character of wood causes it to expand and contract in an unpredictable manner, depending upon the surrounding temperature and humidity. The opaque varnish is suspended over the top of the wood and cannot expand and contract, therefore, **the surface may show small hairline fractures or "cracks" on the joints and some flat surfaces.** You must be prepared to accept this risk and understand that no warranty can insure against this. All other parts of our warranty will remain in effect. Our opaque finishes do not allow the wood grain to show through. Depending on the type of paint ordered your cabinets will receive one or two coats of primer, a coat of paint, and a topcoat. _____Initials

☐ **VI. SEMI-OPAQUE FINISHES:** Our semi-opaque finishes vary from Paints and Opaque Finishes in that a certain degree of the wood's natural beauty is designed to be visible. In most cases nail holes, joints, and minor surface defects are not puttied in order to allow the texture of the wood to show through and create an aged look. The amount of visible grain is affected by the texture of the wood and may not exactly match the sample you have viewed. _____Initials

I have reviewed the foregoing and have advised my customer on the finish they have selected. It is understood that the finish application is an artistic touch and find the above inherent variations in wood and finish to be acceptable. I agree not to hold R.D. Henry & CO. responsible in the event that I find these variations to be less desirable than I expected as so explained in detail to my customer.

Consumer Signature _____

Date _____

Dealer Signature _____

Date _____

We call your attention to these variations because you have probably seen only a small sampling of our product. These variations will create a completely different effect on an entire kitchen, bath or living area. We have always been, and will continue to be, accountable to produce products that are within our window of acceptance that meet our high standards. It is important that you realize that neither R.D. Henry & CO. nor any dealer of our products can be held responsible for the type or degree of variation that can occur in these products. Even by returning the sample that you ordered does not guarantee an exact match of this finish. If you consider any of these variations to be unacceptable, then you may wish to choose a different finish. These characteristics and variations are not cause for replacement.