

Tribeca Warranty

Five (5) Year Limited Warranty

Tribeca warrants to the original purchaser that all Tribeca products purchased will be free from defects in material and workmanship under normal residential use for five years after the date of purchase. This limited warranty is subject to certain limitations and exclusions outlined below. This warranty applies to the original residential cabinet purchaser only and is nontransferable. This limited warranty does not apply to commercial properties, rental properties and any other non-residential properties and is applicable only within the United States and Canada.

Exclusions

As with all natural materials, wood is affected by environmental factors such as natural and artificial lighting, smoke and age. Darkening or mellowing can be expected and is a natural process for wood as it ages. Each wood species also exhibits its own distinctive grain patterns and characteristics which adds to its natural beauty. These variations in color, grain and other naturally occurring characteristics are not considered imperfections or defects. This warranty does not cover natural aging and darkening of the wood color nor does it apply to the inherent growth characteristics of wood.

- **Finish Variation** - All wood varies in color from piece to piece due to natural variation in tone and grain patterns. While Tribeca takes extra steps in selecting each piece of wood to enhance the natural beauty of our products, we cannot guarantee that every component will exactly match other components. The resultant natural variation in finish is not considered a defect and is not covered by our limited warranty.
- **Pitch Pockets and Mineral Streaks** - In certain species of wood, pitch pockets and mineral streaks are prevalent. This is particularly true of the beautiful lumber used in producing some Tribeca products. These naturally occurring features are not considered to be defects and are not covered by our limited warranty.

- **Hairline Cracks** - Environmental factors influence the performance of wood products. All wood absorbs and releases moisture due to its cellular structure. In periods of high humidity, wood will “grow”, and during dry periods, wood will “shrink”. Over a period of time, the absorption and release of moisture may cause visible hairline cracks typically in joinery of wood components. These minor cracks are not considered defects and are not covered by our limited warranty.
- **Warping** - Warping occurs in wood when the absorption and release of moisture creates “stress” in the wood. In many instances, this condition will resolve itself after the cabinetry in your home goes through a heating and cooling cycle. Warping of components is allowed up to one quarter inch (1/4”) and is not considered a defect covered by this limited warranty.
- **Fingerprints** - Fingerprints can occur on wood products, especially darker painted finishes, due to oil and residue left on the human hand. Fingerprints are normal and are sometimes found on products that receive heavy usage or were not installed with hardware on doors, drawers or other accessories. Fingerprints on our finishes and products are expected to occur with normal usage and are not considered a defect covered by this limited warranty.
- **Household Cleaners** - Certain household cleaners and other substances, whether acidic, basic or neutral, may affect the color and integrity of the Product’s finish over time. Any such effects on the color and/or integrity of the finish are not covered by this limited warranty. Please contact your authorized dealer for care and cleaning instructions.

Limitations of Liability

- This warranty applies only to normal indoor consumer use. Product used for commercial or outdoor use is excluded. Not covered under this warranty are cabinets showing normal wear and tear; cabinets that were not stored or installed properly, improperly assembled or disassembled, intentionally damaged, misused, or exposed to elements; cabinets that have defects due to excessive moisture, accidents or negligence; and cabinets that have been changed or modified in any way.
- This warranty is expressly limited to the repair or replacement of the defective component parts at our discretion. Our liability is expressly limited to the cost of material for the repair or replacement of defective goods. We may elect to repair or replace the product with a product

of equal or lesser value and complementary style if the original style is no longer available. Due to the aging process of natural wood, Tribeca Cabinetry can't guarantee an exact match between the finish of the existing product and the replacement product.

- In no event is Tribeca Cabinetry liable for incidental, indirect, or consequential damages resulting from the use of our cabinets. This warranty does not cover the cost of assembly, installation, removal, subsequent damage or transportation of the defective product or replacement.
- When a claim for warpage/joint separation/wood growth is submitted, Tribeca Cabinetry may, at its sole option and after inspection, defer action for 12 months to allow the Product to acclimate to the installed environment.
- Some states do not allow limitations on how long an implied warranty may last or the exclusion and or limitations of incidentals and/or consequential damages. Therefore the above limitations may not apply.
- This warranty shows specific rights that may vary from state to state. Any claims made under this warranty must be presented in writing with a dated sales invoice accompanied by photographs of defective material.
- The remedies put forth above are your sole and exclusive remedies and outline Tribeca's entire liability for any breach of this limited warranty.
- No other implied warranties apply.
- This limited warranty is effective for product manufactured by Tribeca Cabinetry, Inc. on or after January 1, 2020.

Making a Warranty Claim

Please contact the dealer from whom you purchased the product for warranty assistance. If you are unable to contact your authorized dealer, you may contact our customer care team.

Tribeca Cabinetry, Inc.

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Product Specifications

Wood Characteristics:

Wood cabinetry is as unique as a fingerprint; no two pieces are the same. Each piece of lumber and each piece of veneer is truly one of a kind. Soil and climatic conditions affect growth characteristics, presence of mineral streaks, gum spots and knots, and creates striking coloring and grain patterns. These naturally occurring variations give wood its distinct character and exceptional beauty.

Tribeca takes great care in selecting the finest quality kiln-dried hardwoods for all Tribeca products. Lumber is dried to a 6-8% moisture content to ensure that your cabinetry remains stable in most environments. However, wood, by its very nature, will expand during humid months and contract during the dry season, so humidity levels in your home should be carefully monitored. A 40-50% humidity level should be maintained during installation and throughout the year to maintain the proper moisture content of your cabinets. Extremes (below 20% or above 80%) are likely to cause problems with the natural wood.

The best quality hardwoods have certain characteristics that can't be hidden by the finishing process. These natural variations occur due to the fact that the wood is a natural product, affected by weather, climate, birds, insects, soil makeup, number of sunshine hours per year and natural growth patterns for each individual tree. These characteristics are part of the natural beauty, charm and appeal of real wood and should be carefully considered.

Effects Of Moisture In Wood

Under normal circumstances, all wood products contain some moisture. Wood is similar to a sponge in that it easily exchanges moisture with the environment. This is true of all wood products, even after they have been finished. Of course, a finish will slow this process, but finished wood still reacts to changes in humidity. When humidity is high, wood will absorb moisture and expand. During times of low humidity, wood will release moisture and contract. Wood will not change size or shape unless its moisture content changes due to humidity. As normal minor variations in humidity occur, the dimensional response of the wood will be imperceptible. To avoid problems, it

is recommended that the relative household humidity is maintained in the 40-50% range. Humidity extremes (above 80% or below 20%) are likely to cause problems. Wood products perform best when used in a controlled environment. Problems associated with warping are usually a result of conditions on site storage, installation or use.

Points to Consider

- The density of the wood can affect how much or how little it reacts to changes in humidity. More dense species like pant grade hardwoods will expand or contract more than species like Cherry.
- Effects of moisture may include panel expansion or contraction, joint separation, bowing of the stile or rail and/or expansion/contraction of the stile or rail.
- Wood products located in humid climates are especially susceptible to expansion due to moisture. Product failures due to high moisture conditions are not covered under the Tribeca Cabinetry warranty. Such locations would include waterfront properties and coastal regions.
- Regardless of location, products installed in non-air conditioned homes are especially susceptible to moisture concerns. Winter and vacation homes should maintain some form of climate control even during the off-season.
- Sometimes doors may swell and bind after installation. Upon activation of the climate control, doors should revert to their original dimension and resume normal operation. For this reason, Tribeca Cabinetry does not recommend trimming or shaving the door edges. Trimmed doors are not covered under the Tribeca Cabinetry warranty. Also, care should be taken to control humidity even during storage and installation.
- Traditional doors with 5-piece construction (stiles, rails and panels) have been engineered to allow some normal expansion and contraction of the panels.
- Tribeca Cabinetry takes great care in selecting properly kiln dried woods to ensure stability in climate controlled homes. With proper attention to humidity levels (normal fluctuations are expected) your Tribeca cabinetry will perform reliably and beautifully. Please note that the Tribeca Cabinetry warranty does not cover product issues related to improper humidity or moisture control.

The Tribeca Finish

The finish you choose for your cabinets will determine the overall atmosphere of your kitchen, and with Tribecas quality colors, wood species and door styles, you are sure to find a combination that is perfect for you. You can choose from light colored painted finishes, mid-tones, or classic dark stained finishes.

Light and mid-tone finishes accentuate the natural beauty of wood while that darker stains tend to result in a more formal rich and elegant look.

Whichever finish you choose, the quality and attention to detail that is put into each door will be a source of comfort for years and years to come.

STAINED FINISH

Doors and drawer fronts are carefully sanded to produce an exceptional surface that is ready to finish. A transparent stain is sprayed over the surface of the wood and allowed to penetrate and develop the grain. A protective, catalyzed sealer, chosen for its excellent adhesion moisture resistance and sealing qualities, is then applied and oven baked for durability. The surface is then fine-sanded by hand to develop a glass smooth surface for the topcoat. A tough, catalyzed conversion varnish topcoat is applied with airless spray and then oven-baked. This catalyzed conversion varnish finish and oven-curing system was chosen to provide an exceptional beautiful luster that is resistant to moisture and most household chemicals. This final process seals and protects your cabinetry from scratches dents and chips and provides a beautiful, smooth and durable finish.

PAINTED FINISH

Tribeca painted doors are hand sprayed and oven baked, layer upon layer, and hand sanded between coats to build up a hard and lustrous finish. Our painted doors are then top coated with a catalyzed conversion varnish that is very durable and protects the surface and allows for easy cleaning. Painted doors may develop hairline cracks at the joints due to moisture gain and loss causing expansion and contraction. This is considered a normal occurrence and is not viewed as a defect.