

REGULAR ORDERS:

The maximum production lead-time (date leaving the factory) for a regular order is ten business days. To compute the business days, start counting from the day following reception of the signed order at our factory. Whenever possible, we will produce the orders as soon as possible. If, for reasons beyond our control, production time should exceed ten business days, we will notify the customer immediately.

SPECIAL ORDERS: **ADDITION***

ADDITION (1 to 5 units)

- Order received before 10:30 AM: Leaves the factory the following business day[†]
- Order received after 10:30 AM: Leaves the factory on the second business day

ADDITION (6 units and more)

- Orders of more than 5 units that are marked "ADDITION" will be processed as normal orders with a maximum production time of ten business days.

SPECIAL ORDERS: **REMAKE****

REMAKE (1 to 5 units)

- Order received before 10:30 AM: Leaves the factory the following business day[†]
- Order received after 10:30 AM: Leaves the factory on the second business day

REMAKE (6 to 10 units)

- Order received before 10:30 AM: Leaves the factory on the second business day
- Order received after 10:30 AM: Leaves the factory on the third business day

REMAKE (11 units and more)

- Order received before 10:30 AM: Leaves the factory on the third business day
- Order received after 10:30 AM: Leaves the factory on the fourth business day

Note: The time given is the reception time of the order by email at our factory and NOT at Richelieu.

**ADDITION: Error or omission on the part of the cabinet maker on an order already produced and delivered during the previous 30 days.*

***REMAKE: Error or omission on the part of the manufacturer, remakes involve no cost for the cabinet maker.*

† This delay could be of 2 business days during winter time.

EXPRESS ORDERS:

We offer an Express service for your door orders from 1 to 5 business days depending on your needs (the business days start from the day after the order is confirmed).

The prices are as follows:

- 1 business day = surcharge of 60%
- 2 business days = surcharge of 40%
- 3 business days = surcharge of 25%
- 4 business days = surcharge of 20%
- 5 business days = surcharge of 15%

Brillanté Warranty

All doors from the **Brillanté Collection** are covered by a **5-year** limited warranty against all manufacturing defects.

INCLUDED:

(Covered by the warranty)

- Wrong size (tolerance $\pm 1/32"$ or $\pm 0.8\text{mm}$)
- Out of square (tolerance $\pm 1/32"$ or $\pm 0.8\text{mm}$ out of square)
- Warping greater than tolerance (see General Rules)
- Loosening of paper from MDF substrate
- Delamination of MDF substrate

For such inclusions to be covered, the door must not have suffered any shocks, exposure to a heat source, contact with water or any other liquid substances. Moreover, it must have been installed according to recognized industry practices.

GENERAL RULES:

- All claims must be lodged before the expiration of the warranty period, i.e., **5 years** from the delivery date of the doors. Replacement or repair of a door may in no case extend the original 5-year warranty.
- Both invoice and defective door must be returned to the manufacturer for expert examination.
- The doors to be replaced will be invoiced at 100% and a credit will be produced following examination of the defective doors.
- If, at the time the warranty is being used, the color and/or model of the doors in question are no longer available for reasons beyond our control, we reserve the right to replace (or credit) the defective door(s) with another equivalent color or model without compensation for the balance of the doors of the same order.
- Transportation costs for the delivery of the replacement doors are subject to the same coverage percentages as the doors being replaced.
- The warranty is limited to the replacement or repair of the defective door without any compensation for labour and/or loss of use of the product.
- The warping warranty only applies to doors 32" or less with a 1/8" tolerance (measured at center, with the door flat on a very straight surface, e.g., panel saw).
- Warping problems must be detected and reported within 10 days following reception of the order, and the defective door(s) must not have been altered in any way (drilled for hinges, handles installed, etc).
- Door claims that involve breakage at the reception of the order with no damaged box must be made within five days following reception of the order, and the defective door(s) must not have been altered in any way (drilled for hinges, handles installed, etc). The door(s) in question must be returned to the manufacturer.
- Doors measuring 50" and more are not covered by any warranty.
- The warranty coverage is prorated as follows:
 - 100% for the first two years
 - 75% for the third year
 - 50% for the fourth year
 - 25% for the fifth year

NOT INCLUDED:

(Not covered by the warranty)

- Panel and edgebanding breaks following shock, negligence, misuse, exposure to an excessive heat source or contact with water or other liquid substance (swelling of material)
- All defects that result from misuse and/or use not in accordance with recognized industry practices
- Deterioration of a door that was exposed to abnormal temperature and/or humidity conditions
- Burns on one of the materials
- Stains on one of the door components
- Degradation of the product due to material aging or normal wear and tear

DOORS DAMAGED DURING TRANSPORTATION:

When you receive the boxes, always make sure they have not been damaged during transportation before signing the delivery document. If any of the boxes have been damaged, write "Damaged Box" or "Damaged Boxes" on the waybill. You must keep the box(es) in question as well as the doors to be replaced for our claim to the transportation company. Notify us immediately about the problem so that repaired doors or replacement doors may be shipped to you as soon as possible.

MISSING BOXES:

When you receive the boxes, please make sure the number of boxes delivered matches the number shown on the delivery document. If some boxes are missing, write "Missing Boxes" on the document before signing it, indicating the number of missing boxes. Notify us immediately about the problem so that a search can be made to locate the missing package(s).