



## Return and Claim Policy

### **ORDER CHANGES/CANCELLATIONS AND DELIVERY**

\*After 1 business day from placing your cabinet order, changes/cancellations cannot be made and the order will be processed and shipped as originally ordered. Door sample orders cannot be changed/canceled\* If a shipping address is changed after an order ships or if an address was entered incorrectly on an order and needs to be changed after shipment, most freight companies will charge a fee. Please be sure to ask the freight company about any applicable charges before changing a shipping address because you will be responsible for any fees billed to Top Shelf Cabinets.

In addition, the freight companies will call you to schedule the delivery of your cabinet order (except for orders that ship Ground, in that case, no one needs to be home). You must be home for the delivery, if not; the freight companies will charge a re-delivery fee which you will be responsible for. Any additional delivery fees charged by the freight companies will be the responsibility of the customer who placed and paid for the order. All shipments are Curbside deliveries and will not be delivered into the home.

### **WHEN YOU CAN EXPECT YOUR CABINETS AFTER PLACING AN ORDER**

Various finishes ship out of different warehouses throughout North America. If you are ordering multiple finishes, you may receive separate shipments depending on which warehouses they are being shipped from. You will receive confirmation emails whenever your order (or part of your order) has shipped.

We need credit card authorization before any order can be processed so your credit card will be charged when your order is placed. Most Ready to Assemble cabinet orders are in stock and will ship in 7-15 business days. Transit time can be an additional 6-10 business days. In some cases, there will be certain items out of stock. If this is the case, we will notify you and let you know when it will be in stock.

Then you will have the option to:

- 1) Ship all in-stock items right away and the out-of-stock item(s) when they come in

- 2) Wait until all items are in, then ship
- 3) cancel the out of stock item(s)
- 4) Switch the out of stock item(s) to another item that is in stock and ship the order  
(ex: switch a 15"

drawer base to a regular 15" base or a W2130 to a W1830 with a 3" filler).

Upon Receiving your Shipment Please closely inspect the shipment on arrival and take any pictures of visual damage on the pallet. If there is visual damage, please make a note on the drivers Bill Of Lading. If damage is noticed upon opening the boxes, please take pictures of the damaged items in the boxes, prior to assembling.

The damage claim cannot be filled if pictures are taken after assembly and or installation as we have no way of determining the damage was done on shipment or assembly/install. Once you have opened and inspected all items please send an e mail with photos to [kirk@topshelfcabinetscanada.ca](mailto:kirk@topshelfcabinetscanada.ca) that includes the code of the cabinet the damage is from and what piece needs to be replaced. Ie. W1230 Wall Cabinet – 1 Door scratched.

### **Order Canceled in Transit**

If an order is canceled in transit you will be responsible for return shipping costs and may be subject to a 25% restocking fee. Top Shelf Cabinets cannot accept returns on accessories (this includes, but is not limited to: crown, toe kicks, fillers, end panels, valances, refrigerator/dishwasher panels, mullion doors, decorative hardware or anything else listed under cabinet accessories) for any reason due to how easily they can be damaged during return shipment. You will be refunded within 7 business days after we receive the shipment back and inspect it. If we find that there are damages due to transit, your refund may take a bit longer until a proper inspection by the trucking company can occur, and you may need to file a freight claim.

### **Measurements and Finish**

In the event that any mistakes are made in measuring or if any finish/cabinet quality is not what you expected, we cannot be held liable. We strongly encourage you to order a door sample before purchasing a kitchen. If you receive your delivery and realize it is the wrong size (due to measurement mistake) and/or color (not what you expected) we will be happy to refund or replace your order but you will be responsible for return and initial shipping charges and will be subject to a 25% restocking fee. It is very important to make sure that you measure your space accurately, and if you are having us design your kitchen, that you give us correct measurements and information that would be important to your design.

### **Manufacturer Defects**

Just as no two trees are alike, no two pieces of wood are alike. The variation in color and grain pattern in wood adds to its natural beauty and is not considered an imperfection. Environmental factors, including but not limited to artificial/natural light, moisture, cleaners, smoke, etc. may cause the darkening or mellowing of a cabinet over time. This is a natural process and can be expected. This warranty does not cover the natural aging or darkening/mellowing of wood color, the inherent growth characteristics of, or variation in wood. Some of our cabinet lines feature a glazed finish which accentuates the door and drawer front profiles.

This glaze is hand applied over a stain or paint and may, due to the nature of application, consist of random drips, runs, etc. As glazing is a hand applied process, there will be variations in color and appearance from door to door and cabinet to cabinet. This is not considered a defect and is considered normal with hand applied finishes.

It is the nature of wood to expand and contract to varying degrees depending on climate conditions. As a result, cabinet lines with painted surfaces may show fractures in paint at joints. This is normal is not considered a defect.

There is only one claim allowed per order so please take a close look at your purchase to make sure you include all items that need replacing the first time.

### **IF WE SHIP THE WRONG PIECE**

If the wrong size and/or color are shipped to you please contact us within 24 hours at 506-321-0044 or [kirk@topshelfcabinetscanada.ca](mailto:kirk@topshelfcabinetscanada.ca), and we will immediately process and ship your correct items as quickly as possible.

### **Installation**

The installation of the product is the sole responsibility of the purchaser. If there are any damages done by or if the cabinets are not installed properly by the installer chosen by the purchaser Top Shelf Cabinets Inc cannot be held liable.

As always, if you have any questions, please email us at:  
[kirk@topshelfcabinetscanada.ca](mailto:kirk@topshelfcabinetscanada.ca)

I have read, understand and accept Top Shelf Cabinets Ltd return and claim policy:

Customer: \_\_\_\_\_

Date: \_\_\_\_\_