



1450 E. Walnut Ave., Suite C, Fullerton, CA 92831 | Phone: 714.521.9171 | FAX: 714.521.9173 | [www.envoycabinetry.com](http://www.envoycabinetry.com)

## Homeowner Limited Lifetime Warranty Five Year Commercial Warranty

We warrant to the original consumer purchaser of our products that, our cabinets will be free from defects in material, finish and workmanship for a period of FIVE YEARS (5) from date of purchase, and Limited Lifetime on their structural integrity, as long as they own their home where our products are initially installed, our products will be free from defects in material and workmanship under normal home use and service at the original site of installation. This warranty is only applicable to our products used in residential applications within the United States and is not transferable to subsequent owners. Our obligation under this warranty shall be limited to the repair or replacement of any part or parts of our products which are determined by our examination to be defective under normal home use and service within the warranty period.

This warranty does not apply to the mellowing and aging of wood products due to the effect of natural and artificial light to woods and finishes, variation in the wood grain or color, or visible cracking around joints. This warranty does not cover countertops, appliances, plumbing fixtures, etc. or the costs and expenses, including labor, incurred in removing or installing our products and related components. This warranty shall not apply to the effects of normal wear and tear or any product or part thereof which has been subject to accident, alteration, acts of God, abuse, misuse, improper installation, improper storage, excessive humidity or fluctuations in humidity, excessive exposure to direct sunlight, exposure to moisture or exposure to extreme temperatures. We make no warranty whatsoever with respect to accessories or parts not supplied or manufactured by us.

THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE OR USE AND OF ALL OTHER OBLIGATIONS OR LIABILITIES ON OUR PART. WE NEITHER ASSUME, NOR AUTHORIZE ANY OTHER PERSON, INCLUDING OUR SALES REPRESENTATIVES, DEALERS AND DISTRIBUTORS, TO EXTEND OR ASSUME FOR US ANY OTHER WARRANTY, CONDITION OR LIABILITY IN CONNECTION WITH THE SALE OF OUR PRODUCTS. THE REPAIR OR REPLACEMENT OF DEFECTIVE PRODUCTS WILL BE THE PURCHASER'S EXCLUSIVE REMEDY AND THE PURCHASER HEREBY WAIVES ALL OTHER REMEDIES, WARRANTIES, CONDITIONS, GUARANTEES, AND/OR LIABILITIES (EXPRESS OR IMPLIED) ARISING BY LAW OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, ALL IMPLIED WARRANTIES AND CONDITIONS, AND ALL CLAIMS AGAINST ENVOY CABINETRY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES.

Envoy reserves the right to alter design, specifications and material without obligation to make similar changes to products previously manufactured. If a warranty claim is filed after a style is no longer being manufactured by Envoy, Envoy reserves the right to honor the warranty by either replacing the affected part with a new part of the same style, or replacing the affected part and any other parts in the residential application to achieve a uniform appearance with a similar and comparable product style of the original purchased style. If parts are replaced, Envoy cannot guarantee that the finish of these replacements will exactly match the finish and appearance of the parts in the residential application. This is due to the changes that occur during the wood's natural aging process, affecting its color and grain.

This warranty gives you specific legal rights and you may have other rights, which vary from state to state. Some states may not allow the exclusion or limitation of consequential or incidental damages, so the above limitations or exclusions may not apply to you.

To file a warranty claim, contact your authorized Envoy dealer or distributor, who will arrange for inspection of our products. A dated receipt as proof of purchase is required to obtain benefits from this warranty. The authorized dealer or distributor will obtain the information necessary to make a claim and forward such information in writing to Envoy Cabinetry, Inc. for action on the claim. Warranty claims must include a complete description of how the defect occurred.

**DATE:** \_\_\_\_\_ **SO#:** \_\_\_\_\_

**ISSUED TO:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

# ENVOY

## CABINETRY

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## FINISH & WOOD APPROVAL FORM

Please submit this form with **ALL** orders to avoid delays in processing.

We feel it is important to explain some of the natural characteristics of woods and finishes which will have variations simply because of their hand-application and their natural origins. Perfection and consistency can be achieved with synthetic products like laminates and plastics, but with natural woods and hand-applied finishes, variations are inevitable and part of their unique beauty and charm. The variations outlined below are natural characteristics and should not be considered reason for product replacement or warranty.

### CHARACTERISTICS OF WOOD:

**Color, Grain & Texture:** Wood is a product of nature and will vary in color, texture and grain. This natural variation is part of the beauty, character and charm of wood – no two pieces are exactly alike. Cabinetry is crafted with many different types and cuts of wood - solid wood, veneer and plywood – and each can affect the final look of the finish. Even the soil and climate in which a tree grew, can affect the color and graining and how the wood accepts a finish.

**Age/Mellowing:** As wood ages and with exposure to sunlight and other elements, it will change slightly in color – this is called “mellowing”. In most species, the color will darken slightly but with Alder, it will actually become a shade lighter. This color change is subtle and occurs over time but can occur rapidly with intense, direct exposure to sunlight. (See below.)

**Moisture/Humidity:** All woods are affected by moisture and seasonal changes in humidity. In high humidity conditions, wood will expand, and in low humidity, wood will contract. This normal wood movement is more noticeable with mitered joints (some door styles) and “Inset” cabinetry. It is important to maintain year-round humidity levels (during storage, installation and use) at approximately 35%. Cabinetry (and any wood product) should not be exposed to extreme fluctuations in temperature and/or humidity.

### CHARACTERISTICS OF FINISH:

Hand-applied finishes (stains, paints, glazes and various distressing techniques), enhance the natural beauty of the wood. As with any hand-application, there can be subtle variations in the application, the absorption of the stain, and the glaze detailing. Glazes and hand-distressing techniques require an especially artistic application and are meant to be random. For all woods and finishes, it is important to view door samples and displays to see the full spectrum of color and wood variation that can occur. This is especially important for any glazed or distressed finishes due to their artistic application. Selections should not be based off a small color chip alone.

- ❖ **Natural Finish** - All woods in a natural finish will exhibit some color change (mellowing) when exposed to light. Any natural color variation within the wood will be more pronounced with a natural finish.
- ❖ **Dark stains on Maple or Alder** - Because of the “density” of Maple, and softness of Alder, these wood species have varying areas of density that may absorb stains differently within the same area and create an inconsistent appearance.
- ❖ **Paint Finishes** - Hairline cracks may appear at the joints due to natural wood movement with seasonal changes in humidity. Joint cracks will be especially noticeable on mitered doors and will not be considered reason for warranty replacement. Mitered doors are not recommended with paint finishes for this reason and should be used with caution in high humidity regions.
- ❖ **Glaze/Accent Finishes** - Glaze is applied and wiped by hand creating a “build up” in corners and profiles. Glaze is an artistic application and is intended to be random and unique for each application.
- ❖ **Distressed Finishes** - Multi-step finishes that use hand-detailing (distressing) require an artistic application and are intended to be random and unique for each application.
- ❖ **Exotic Veneers** - Exotic veneers have natural variations in grain pattern and color will be visible and are an expected characteristic.
- ❖ **“Mellowing”** - All wood species will change color with age and exposure to sunlight, heat and other elements. Some species are more susceptible to mellowing than others. Cherry will significantly darken as it ages. New cabinetry will be noticeably lighter in color than displays and aged samples, but will eventually mellow. Cherry can also exhibit areas of light and dark wood (heartwood and sapwood) within the same panel. Maple will darken and slightly yellow as it ages. Alder will lighten as it ages.
- ❖ **Custom Color Match Finish** - A Custom Color match is provided to the customer for approval of the general appearance and color of the finish. Natural wood variations grain, profiles and edge shapes may affect the final overall look.

Custom Color # \_\_\_\_\_ Custom Door # \_\_\_\_\_

The characteristics listed above have been discussed with our customer and they have been shown a representative sample of their applicable wood and/or finish. The customer understands this information and agrees not to hold the manufacturer, or the dealer responsible if they later determine these natural characteristics are not acceptable.

DEALERSHIP NAME: \_\_\_\_\_

PO#: \_\_\_\_\_

ACCOUNT #: \_\_\_\_\_

SO#: \_\_\_\_\_

CONTACT NAME (please print)

CUSTOMER NAME (please print)

DEALER SIGNATURE

DATE

CUSTOMER SIGNATURE

DATE

# ENVOY

## CABINETRY

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## ORDER FORM

BILL TO:			SHIP TO: <small>Check here if same as bill to address.</small>		
Dealer:			Contact Name:		
Address:			Address:		
City:	State:	Zip:	City:	State:	Zip:
Phone:	Fax:		Phone:	Fax:	
Dealer Contact:			<input type="checkbox"/> Check box if delivery is to a residence in Southern California		<input type="checkbox"/> Check box if delivery is out of Southern California & requires lift gate services (additional fees apply)
Dealer PO#:	Job Name:				
Account #:	Order Date:		Ship Via:    FedEx Ground    FedEx 2Day Truck                            Other _____		

Door Style:	Color:	Hinge:    Soft Close
Cabinet Case:	3/4" White Furniture Board    3/4" Wood Grain Plywood    3/4" Grey Furniture Board	
Drawer System:	Standard Metal Drawer Box    Dovetail Drawer Box-Soft Close-Full Ext.    Deluxe Metal Drawer Box-Soft Close-Full Ext.	

ITEM	QTY	HINGE L/R	FINISHED END L/R	ITEM PRICE	PLYWOOD UPCHARGE	FINISHED END CHARGE	DRAWER BOX CHARGE	DOOR HINGE CHARGE	TOTAL LIST PRICE	VOLUME COUNT
EXPRESS ORDER CHARGEABLE                      NO CHARGE REPLACEMENT ORIGINAL PO #: _____    ORIGINAL ORDER ORIGINAL SO #: _____    DATE: _____				TOTAL LIST MULTIPLIER X <input type="text"/> =				TOTAL VOLUME COUNT <input type="text"/> X \$ <input type="text"/> =		
REMARKS OR NO CHARGE REASON:								<b>GRAND TOTAL</b>		





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## SAMPLES & DISPLAY PROGRAM

Standard display discounts are as follows:

# of Displays	Discount
1	25%
2	30%
3	40%
4	50%

Envoy Cabinetry defines a display as eight (8) linear feet or more of cabinets installed with appropriate accessories. Displays are paid under normal accounts terms. Discounts will be issued via credit memo after your cabinetry Rep submits documentation and photos to Envoy Cabinetry verifying the order is installed as a showroom display.

Display Kit A	Item	Description	Unit Price	
	1	12 Sample doors (Kit A = pre-selected Classic, Roma, and Electra Series Doors)	\$330	
	2	Molding Sample Set	\$40	
	3	Complete Color Block Set	\$600	
	4	Envoy Price Catalog	\$25	
	5	48" Sell Center with Counter and Canopy	\$2850	
		<b>Display Kit A: Net</b>	Value \$3,845	<b>\$1,800 Net</b>

### COMING SOON

Display Kit B	Item	Description	Unit Price	
	1	12 Sample Doors Group 1	\$330	
	2	Molding Sample Set	\$40	
	3	Complete Color Block Set	\$600	
	4	Sample mini-base cabinet (Furniture Board) Dual Metal Drawer Box, Dovetail Roll Out	\$75	
	5	Sample mini-base cabinet (Plywood) Dovetail Drawer Box, Dual Metal Roll Out	\$75	
	6	Envoy Price Catalog	\$25	
	7	Floor Door Rack (FDR)	\$68	
		<b>Display Kit B: Net</b>	Value \$1,213	<b>\$800 Net</b>



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## SAMPLES ORDER FORM

Dealer Name:		Dealer Code:	
Contact Name:			
Ship to Address:			
City:	State:	Zip:	
Phone:	Fax:		

DEALER DISPLAY & SALES AIDS	Net Price	Qty	Total
Display Kit A (Select from PRO Series options)	\$1800		
Sample mini-base cabinet (Furniture Board) Dual Metal Drawer Box, Dovetail Roll Out	\$75		
Sample mini-base cabinet (Plywood) Dovetail Drawer Box, Dual Metal Roll Out	\$75		
Molding Sample Set	\$40		
Complete Color Block Set	\$600		
12 Sample doors (Kit A = pre-selected Classic, Roma, and Electra Series Doors)	\$330		
Envoy Price Catalog	\$25		
Sample Door, 12 x 15 (specify door style and color) except Veneer & Rec. Veneer	\$30		
Sample Door, 12 x 15, Veneer & Rec. Veneer	\$40		
Floor Door Rack (FDR)	\$68		
Color Block except Veneer & Rec. Veneer	\$8		
Color Block, Veneer & Rec. Veneer	\$20		
Door & Drawer, 15 x 26, except Veneer & Rec. Veneer	\$45		
Door & Drawer, 15 x 26, Veneer & Rec. Veneer	\$60		
TOTAL			



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## LOCAL DELIVERY RATES FOR CABINETRY TO SOUTHERN CALIFORNIA AREAS:

- \$20 per Envoy Cabinetry volume count. (Up to 50 mile radius from Envoy)
  - \$150 minimum delivery up to 7 volume count.
  - \$25 per Envoy Cabinetry volume count over 50 mile radius from Envoy.
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### DESCRIPTION OF SERVICE:

Rates include staging and warehousing of cabinetry for up to 14 days.  
Delivery of cabinetry to 1st floor or garage.

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### DELIVERY DAYS:

Monday through Friday except Holidays. Saturday and special time request by quote only. ADD 1-2 days from order acknowledgments for final delivery destination dates.

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### AREAS OF SERVICE:

Southern California Counties of:

Los Angeles, Orange, Ventura, Riverside, San Bernardino, and San Diego.

Imperial County, outlying areas of San Bernardino and Riverside Counties, Kern County, Santa Barbara County and San Luis Obispo County by quote only & curbside only.

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### ADDITIONAL CHARGES:

Canceled delivery 24 hours or less prior to delivery.	50% of invoice
Delivery refusal at job site or home.	100% of invoice
Stairs, long push or non-paved access. (This fee will be added to invoicing if not mentioned at time of delivery set up)	\$75 -\$150 surcharge
Will-call charge at Envoy factory. (Fee is for packaging. Additional \$25 per pallet if pallets are required at will call.)	\$5 per volume count
Warehousing & storage fee after 14 day FREE grace period.	\$1 per volume count per day



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## **DELIVERY RATES FOR CABINETRY TO PHOENIX & TUCSON ARIZONA, LAS VEGAS NEVADA:**

(All other Cities or States, call for quote.)

- \$340 base delivery charge up to four pallets or 15 - 20 volume count.
  - \$225 base delivery charge - two pallets or 8 - 14 volume count.
  - \$150 minimum delivery charge - one pallet or 1 - 7 volume count.
  - \$150 additional for lift-gate/home delivery (cabinets palletized: curbside delivery only)
  - \$20 per volume count for deliveries from 21 to 35 volume count.
  - ***Any deliveries to locations other than approved warehousing centers, must be called into the factory for pricing and approval.***
- 

### **DESCRIPTION OF SERVICE:**

- Base rates include delivery to warehousing centers only. (Rates can change with notice.)
  - Any order over 35 volume count call for quote.
- 

### **DELIVERY DAYS:**

Monday through Friday except Holidays.

Saturday and special time request by quote only.

ADD 1-3 days from order acknowledgments for final delivery destination dates.

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### **APPROVED WAREHOUSING CENTERS:**

Please contact Envoy with your selected warehousing center for approval and account set-up.

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### **ADDITIONAL CHARGES:**

Canceled delivery 24 hours or less prior to delivery.	50% of invoice
Delivery refusal at job site or home.	100% of invoice
Stairs, long push or non-paved access. (This fee will be added to invoicing if not mentioned at time of delivery set up)	\$75 -\$150 surcharge
Warehousing & storage fee after 10 day FREE grace period.	\$1 per volume count per day





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## **DELIVERY RATES FOR CABINETRY TO SAN FRANCISCO & SACRAMENTO CALIFORNIA AREAS, SALT LAKE CITY UTAH & RENO NEVADA:**

(All other Cities or States, call for quote.)

- \$450 base delivery charge up to four pallets or 15 - 20 volume count.
  - \$385 base delivery charge - two pallets or 8 - 14 volume count.
  - \$200 minimum delivery charge - one pallet or 1 - 7 volume count.
  - \$150 additional for lift-gate/home delivery (cabinets palletized: curbside delivery only)
  - \$26 per volume count for deliveries from 21 to 35 volume count.
  - ***Any deliveries to locations other than approved warehousing centers, must be called into the factory for pricing and approval.***
- 

### **DESCRIPTION OF SERVICE:**

- Base rates include delivery to warehousing centers only. (Rates can change with notice.)
  - Any order over 35 volume count call for quote.
- 

### **DELIVERY DAYS:**

Monday through Friday except Holidays.

Saturday and special time request by quote only.

ADD 1-3 days from order acknowledgments for final delivery destination dates.

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### **APPROVED WAREHOUSING CENTERS:**

Please contact Envoy with your selected warehousing center for approval and account set-up.

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### **ADDITIONAL CHARGES:**

Canceled delivery 24 hours or less prior to delivery.	50% of invoice
Delivery refusal at job site or home.	100% of invoice
Stairs, long push or non-paved access. (This fee will be added to invoicing if not mentioned at time of delivery set up)	\$75 -\$150 surcharge
Warehousing & storage fee after 10 day FREE grace period.	\$1 per volume count per day



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## **DELIVERY RATES FOR CABINETRY TO KENT WASHINGTON, ALBUQUERQUE NEW MEXICO, & DENVER COLORADO AREAS:**

(All other Cities or States, call for quote.)

- \$550 base delivery charge up to four pallets or 15 - 20 volume count.
  - \$420 base delivery charge - two pallets or 8 - 14 volume count.
  - \$300 minimum delivery charge - one pallet or 1 - 7 volume count.
  - \$150 additional for lift-gate/home delivery (cabinets palletized: curbside delivery only)
  - \$29 per volume count for deliveries from 21 to 35 volume count.
  - ***Any deliveries to locations other than approved warehousing centers, must be called into the factory for pricing and approval.***
- 

### **DESCRIPTION OF SERVICE:**

- Base rates include delivery to warehousing centers only. (Rates can change with notice.)
  - Any order over 35 volume count call for quote.
- 

### **DELIVERY DAYS:**

Monday through Friday except Holidays.

Saturday and special time request by quote only.

ADD 1-3 days from order acknowledgments for final delivery destination dates.

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### **APPROVED WAREHOUSING CENTERS:**

Please contact Envoy with your selected warehousing center for approval and account set-up.

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## REQUEST FOR DELIVERY

<b>DEALER:</b> _____	<b>CUSTOMER:</b> _____
<b>SHOWROOM ADDRESS:</b> _____ _____	<b>DELIVERY ADDRESS:</b> _____ _____
<b>PHONE:</b> _____	<b>CUSTOMER NAME:</b> _____
<b>FAX:</b> _____	<b>PHONE:</b> _____
<b>DEALER CONTACT:</b> _____	<b>CONTRACTOR NAME:</b> _____
<b>PO/JOB NAME:</b> _____	<b>PHONE:</b> _____

APPROX NUMBER OF CABINETS	PO / SALES ORDER NUMBER	APPROX NUMBER OF CABINETS	PO / SALES ORDER NUMBER

<b>JOBSITE OBSTACLES</b>			
Stairs	No Street Parking	Underground Parking	None
Difficult Access	Steep Driveway	Other _____	

<b>SPECIAL NOTES</b> (Product Placement such as Living room, Garage etc.)
_____
_____
_____

All Deliveries must be signed by an individual 18 years or older. Envoy is NOT responsible for missing items or damages from delivery if the driver is instructed by owner or contact number to leave products at site without an adult signature.

\_\_\_\_\_  
**DEALER SIGNATURE**

\_\_\_\_\_  
**DATE**



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## Single Use Credit Card Authorization Form

Fax completed form to 714-521-9173 or email to [credit@envoycabinetry.com](mailto:credit@envoycabinetry.com)

COMPANY NAME: \_\_\_\_\_

ENVOY SO#: \_\_\_\_\_

FAX/E-MAIL RECEIPT TO: \_\_\_\_\_

### Credit Card Information



CARD NUMBER: (NOT KEPT ON FILE) \_\_\_\_\_ EXPIRATION DATE: \_\_\_\_\_

SECURITY CODE: \_\_\_\_\_ (LAST 3 DIGITS ON BACK OF CARD OR 4 DIGITS ON FRONT OF CARD FOR AMERICAN EXPRESS)

NAME ON CARD: \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_

CREDIT CARD BILLING ADDRESS: \_\_\_\_\_

\_\_\_\_\_

### This form will be returned to you if the authorized amount is not sufficient

This credit card payment is for Envoy Job #(s) \_\_\_\_\_ and covers:

100% of my acknowledgment total plus the 2% convenience fee.

50% of my acknowledgment plus the 2% convenience fee.

The balance of acknowledgment (total less previous deposit) plus the 2% convenience fee.

As the credit card holder, I hereby authorize Envoy Cabinetry Company to charge my credit card listed above for a total of \$ \_\_\_\_\_ which includes the 2% convenience fee. Per Envoy's Credit Card Policy, I understand that this credit card payment will first be applied to the 2% convenience fee, finance charges, short pays and then my oldest balances on my account.

\_\_\_\_\_  
CARDHOLDER'S SIGNATURE

\_\_\_\_\_  
DATE