

WELLBORN
CABINET, INC.[®]
The Essence of Cabinetry

2016 CUSTOMER GUIDE

Home
Concepts[™]

ESTATE
COLLECTION[™]

ELEGANT BATH
COLLECTION[™]

Wellborn
CLOSETS[™]
Cabinetry for Every Room.

BUILDING RELATIONSHIPS





2016

Dear Customer,

The management team and entire staff of Wellborn Cabinet, Inc. thank you for your business. We value and appreciate all our customers.

This Customer Guide is provided to help manage the interaction between Wellborn Cabinet, Inc., its brands, and its customers, so that Wellborn may provide the superlative service that all customers deserve. The brands included in this guide associated with Wellborn Cabinet, Inc. are Wellborn, Home Concepts, Elegant Bath Collection, Estate Collection and Wellborn Closets. Any reference made herein pertaining to "Wellborn Cabinet", or "Wellborn" applies to all brands unless otherwise specified or notated. This guide will clarify:

- Order entry procedures
- Warranty information
- Other programs and procedures
- Credit information
- Shipping information

Our goal at Wellborn for our customer service is to provide "customer satisfaction." We are committed to improving your business-to-business experiences with us and are continuously striving to stay up-to-date with technology. We are always working diligently to enhance our electronic ordering procedures. When you click submit, your orders are submitted directly into our system giving you total control of your orders. We are pleased to now be able to allow you to send your 2020 and ProKitchen designs to Direct Connect as a quote ready to be submitted for production without ever keying a single part number. We want our customers to find it a pleasure to do business with Wellborn Cabinet, Inc., and we shall continue to put forth every effort to make that happen with every interaction that you have with Wellborn.

We want to build strong relationships with all our customers and, in any relationship, all participants have responsibilities. Our Wellborn Dealers are responsible for caring for the consumer purchasers of Wellborn products. This includes notifying the consumer purchasers of any and all details pertaining to their Wellborn product, including warranty details. The Customer Guide provides all of this information.

We, at Wellborn, consider it a privilege to be your supplier, and it is our desire to continue to provide quality products and service unsurpassed in our industry. Again, we appreciate your business and your friendship, and we look forward to our continuing relationship.

Sincerely,

Paul Wellborn
President

Bran Futral
National Director of Sales

Angela O'Neill
Director of Marketing
& Advertising

Tammy Padgett
Credit Manager

Laura Taylor
Customer Service Manager

Jeff Uhrin
Chief Operating Officer



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LEGEND

WELLBORN CUSTOMER/DEALER

Any individual or business that buys Wellborn products directly from Wellborn Cabinet, Inc.

CONSUMER PURCHASER

One who purchases Wellborn products from a Wellborn Customer/Dealer.

CUSTOMER NET PURCHASES

Total cabinet purchases including freight charges less all credits and sales tax.

CUSTOMER RELATIONSHIP GUIDE

I. RELATIONSHIP—BETWEEN WELLBORN CABINET, INC., AND WELLBORN DEALERS

The purpose of this document is to promote a congenial relationship between Wellborn Cabinet, Inc. and Wellborn Dealers, which encourages cooperation for the ultimate satisfaction of consumer purchasers and for the mutual benefit of both the Wellborn Dealer and Wellborn Cabinet, Inc. Each party is responsible for treating each other with dignity and respect.

Wellborn Cabinet, Inc. relies on each Wellborn Dealer to provide facilities, staff and business knowledge to build and maintain consumer purchaser confidence in the Wellborn products.

The Wellborn Dealer, in turn, relies on Wellborn Cabinet, Inc. to provide quality products and exemplary customer service, and to continually strive to maintain and improve its products and services.

This dependence, one upon the other, requires a spirit of trust, cooperation and confidence between the Wellborn Dealer and Wellborn Cabinet, Inc. In order to foster trust, cooperation and confidence, Wellborn Cabinet, Inc. has put into place mechanisms to gain Wellborn Dealer input to help Wellborn in planning and decision-making regarding products and services. It is the Wellborn Dealer's responsibility to participate and aid us in this process, such as with customer surveys.

This document (i) authorizes the Wellborn Dealer to sell and service Wellborn Cabinet, Inc. products and to represent itself as a Wellborn Dealer; (ii) states the responsibilities of the Wellborn Dealer and Wellborn Cabinet, Inc. to each other and to consumer purchasers; (iii) reflects the mutual dependency of the Wellborn Dealer and Wellborn Cabinet, Inc. in satisfying consumer purchasers and meeting each entity's business objectives.

II. APPOINTMENT AS DEALER

Wellborn Cabinet, Inc. appoints the Wellborn Dealer as a non-exclusive Dealer of Wellborn Cabinet, Inc. The Wellborn Dealer has the right to buy Wellborn and its other brands' products and the obligation to market and service those products according to this document and all related documents, including, but not limited to, the Purchase Agreement.

This Wellborn Dealer Responsibility document does not replace or supersede the Purchase Agreement, but rather, is in addition to the Purchase Agreement. This Wellborn Dealer Responsibility document is applicable to all direct Dealers of Wellborn Cabinet, Inc.

III. RESPONSIBILITY TO PROMOTE AND SELL

The Wellborn Dealer agrees to sell and promote the purchase and use of Wellborn Products by consumers located throughout its geographic area and to do so effectively, ethically and lawfully. To achieve this objective, the Wellborn Dealer agrees to:

- A. Maintain an adequate number of trained personnel to promote and sell the Wellborn products
- B. Maintain a minimum of 50% of total displays in each of Wellborn Dealer's showrooms as Wellborn Cabinet, Inc. displays
- C. Maintain clean, well-merchandised Wellborn displays with current door styles
- D. Disclose on the bill of sale/invoice any equipment, accessory or part not supplied by Wellborn, indicating that the particular equipment, accessory or part is not warranted by Wellborn Cabinet, Inc.
- E. Provide consumer purchasers with Wellborn's Warranty and cabinet care information
- F. Ensure that each consumer purchaser has a satisfactory purchase and delivery experience

Wellborn Cabinet, Inc. will provide sales leads to the Wellborn Dealer. Wellborn Dealer agrees to follow-up on these leads by contacting the individual or organization to provide information and assistance to promote and sell Wellborn cabinetry.

Wellborn Dealer agrees that any advertisement or promotional activities conducted by the Wellborn Dealer that include Wellborn products shall be lawful, ethical, not misleading and shall serve to enhance the reputation of the Wellborn Dealer and that of Wellborn Cabinet, Inc.

The Wellborn Dealer agrees to abide by the specifics of business operation as laid out by the Wellborn Cabinet, Inc. Purchase Agreement.

CUSTOMER RELATIONSHIP GUIDE

IV. RESPONSIBILITY TO SERVICE

The Wellborn Dealer agrees to provide consumer purchasers with courteous, prompt and efficient service. The Wellborn Dealer assumes responsibility for fully explaining the Wellborn Warranty to the consumer purchaser, calling to the consumer purchaser's attention that the Wellborn Dealer is the first point of contact regarding any warranty issue.

In the interest of building and maintaining consumer confidence and respect for the Wellborn Dealer and for Wellborn Cabinet, Inc., the Wellborn Dealer will comply with Wellborn Cabinet, Inc., procedures for the investigation and resolution of product-related issues and complaints.

Wellborn Cabinet, Inc. will make parts, accessories, pricing, cabinet care and installation information, current catalogs, computer-aided design information and advertising support available to the Wellborn Dealer through the Wellborn Co-op Advertising program and according to agreed upon Purchase Agreement.

V. TRAINING

Only properly trained personnel can provide consumer purchasers with a satisfactory sales and service experience. Therefore, training of personnel is essential to the success of the Wellborn Dealer and Wellborn Cabinet, Inc. Wellborn Cabinet, Inc. agrees to make training opportunities available to the Wellborn Dealer throughout the year. These opportunities may be at training sites, online instruction or other mediums as Wellborn Cabinet, Inc. may choose, or a combination of several different mediums. Each new dealer is required to attend Wellborn's Dealer Orientation training class before placing their first order.

VI. REVIEW OF DEALER SALES VOLUME

The success of the Wellborn Dealer and Wellborn Cabinet, Inc. depends on the Wellborn Dealer taking advantage of all available sales opportunities to maximize sale of Wellborn products.

Wellborn will, at least annually, review sales history with the Wellborn Dealer. Given that each Wellborn Dealer's factor is based on sales volume, the sales volume will be reviewed to determine if a change in factor and, therefore, a change in the Purchase Agreement is necessary.

VII. WARRANTIES ON PRODUCTS

Except as otherwise provided by law, the written Wellborn Cabinet, Inc. warranty is the only warranty applicable to Wellborn products. The written Wellborn Cabinet, Inc. warranty is in lieu of all other warranties or liabilities, expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose or any liability for commercial losses based upon negligence or manufacturer's strict liability as may be provided under established Wellborn program or procedures.

The Select Series and Home Concepts Series have a machine sanded finishing process and do not include the detailed hand sanding technique featured in the Wellborn, Elegant Bath and Estate Collection. Therefore, Wellborn Cabinet, Inc. does not recommend designs combining these series. Wellborn Cabinet, Inc. does not warrant finish matching between the Home Concepts or Select Series and the Premier Series, Elegant Bath or the Estate Collection due to differences in wood characteristics and finishing processes. Any claim arising from or related to cabinet finish matching in such blended or mixed designs is specifically and expressly not covered under any warranty provision.

Wellborn Cabinet neither assumes nor authorizes anyone to assume for it any other obligation or liability in connection with products and Wellborn's maximum liability is to repair or replace the product. Wellborn Dealers are responsible for reviewing all warranties and disclaimers with their consumer purchasers. It is the responsibility of Wellborn Dealers to service warranty claims. Wellborn Cabinet, Inc. is only responsible for the products we sell.

CUSTOMER RELATIONSHIP GUIDE

VIII. TRADEMARKS

Wellborn Cabinet, Inc. is the exclusive owner of certain trademarks, names and designs used in connection with Wellborn products and services.

The Wellborn Dealer is granted the non-exclusive right to display Wellborn marks, names and designs in the form and manner approved by Wellborn Cabinet, Inc. The Wellborn Dealer agrees not to attempt to register any of these marks, names or designs and will not take any action which may adversely affect the validity of the marks or the goodwill associated with them.

IX. LIMITATIONS OF RESPONSIBILITIES

Wellborn Cabinet, Inc. is in no way responsible for expenditures, liabilities or obligations incurred or assumed by the Wellborn Dealer in the establishment or conduct of its business.

X. WELLBORN BUSINESS STRUCTURE

The Wellborn Dealer accepts that Wellborn Cabinet, Inc. has the option to sell directly to National Accounts, if in the event circumstances, as judged by Wellborn with reasonable business judgment, are such that the Wellborn Dealer cannot reasonably or successfully solicit Wellborn products. Wellborn shall have the right to deal directly with such customers with respect to such sale, including the right to contract with, bill and ship directly to such customer, without incurring any obligation to the Wellborn Dealer.

ORDER GUIDELINES

I. STANDARD LEAD TIME ORDERS

So that we may provide the most efficient service on all orders, please use the following guidelines to place cabinet orders. These procedures should be used for all orders.

A. Orders are required to be submitted online at www.wellbornandyou.com:

1. By 12:00 Midnight, **Central Time**, on your order cut off day. Orders received after 12:00 Midnight, **Central Time on your order cut off day** will be processed for the next order cut off day. Please refer to your Zone Calendar for your weekly cut off days. Please see page 10 on Electronic Ordering for additional benefits associated with Direct Connect.
2. Cash in Advance (CIA) accounts follow different standard lead times.
 - Cut off days may be different
 - No change period is allowed
 - Cut off order date for Standard and RUSH are different
 - Contact your Customer Service Representative for details

B. Ordering errors:

Direct Connect will only accept orders with correct and complete information, thereby reducing order processing time. Orders will not be accepted if incomplete or incorrect information is submitted.

C. When an order is received:

1. Prior to being released for production, each order must receive Wellborn's Credit Department approval.
2. After credit approval, the order will be released to begin the production process.
3. When the order is approved by Credit, a confirmation copy will be online for the Wellborn Dealer for review at www.wellbornandyou.com. IT IS THE DEALER'S RESPONSIBILITY TO CHECK ORDER CONFIRMATIONS FOR ACCURACY OF THE ORDER AND THE SCHEDULED LOADING WEEK. THIS DOES CONSTITUTE AN ORDER.
What is an order confirmation? A confirmation is your order as it will be processed. It is your opportunity to confirm that it is accurate and make any necessary changes. Order confirmations from electronic orders are an exact reflection of what you keyed. Order confirmations are available to print online.
4. **ANY VARIANCE** between the order confirmation and the original order **MUST BE CORRECTED ONLINE BY 12:00 NOON (CENTRAL TIME) THE DAY AFTER YOUR CUT OFF DATE. After 12:00 Noon (CT) the day after your cut off date, no changes will be allowed to the order. It is the Dealer's responsibility to go online and review confirmations.**
5. **Wellborn Cabinet, Inc. is not responsible for orders that are placed multiple times. It is the Dealers's responsibility to check confirmations for these errors. Confirmations can be reviewed at www.wellbornandyou.com.**

D. Standard lead times:

The standard lead time for the Select and Premier Series, Elegant Bath Collection overlay items, Wellborn Closets, and Home Concepts is three (3) weeks. The standard lead time for the Estate Collection and Elegant Bath Collection inset items is four (4) weeks and is subject to change weekly. Notification will be made on your order confirmation. Exceptions do apply to standard lead times. See Extended Lead Times for additional information.

E. Extended lead times:

Specific door profiles and wood species in the Select and Premier Series and Elegant Bath Collection overlay items will have an extended lead time of one (1) week beyond the standard lead time. Items ordered under the Brush Finish, ColorInspire, or You Draw It programs will have extended lead times of six (6) weeks. Extended lead times may also apply to other finishes or programs. Contact your Customer Service Representative for additional information.

NOTE: Lead times are subject to change.

II. RUSH PROGRAM

Wellborn Rush Program

The Rush Program enables Wellborn Dealers to expedite up to **ten (10) items with a maximum of five (5) cabinets and five (5) accessories** per customer, per week with the addition of a 25% up charge on those items. Standard lead time items that are expedited will be available for shipment in five (5) business days from order date or on the next available Wellborn truck. Extended lead time items that are expedited will be available for shipment in nine (9) business days from order date or on the next available Wellborn truck. **Rush order deadline time is 12:00 noon Central Time.** All rush orders must be approved by Wellborn Customer Service. Rush orders must be specified prior to order entry. **ALL RUSH ORDERS ARE FINAL—NO CHANGES ARE ALLOWED.** Rush orders must be submitted online at www.wellbornandyou.com.

In the event that you exceed your weekly Rush limit, excess items will automatically move to the Rush hold bin and will submit the next available week. This is an automatic process and no verbal notification will be made to the customer by Wellborn Cabinet, Inc.

Home Concepts Rush Program

Home Concepts Truckload (Only applies if a truckload is available):

The Rush Program enables Home Concepts Dealers to expedite up to **ten (10) items with a maximum of five (5) cabinets and five (5) accessories** per customer, per week with an additional 25% upcharge on those items. The expedited items will be available for shipment in five (5) business days from order date. Customer will be given the option to pay LTL or place on the next available Wellborn truck. **Rush Order deadline is 12:00 Noon CT.** All Rush Orders must be approved by Customer Service. Rush Orders must be specified prior to order entry. **ALL RUSH ORDERS ARE FINAL—NO CHANGES ARE ALLOWED.** Rush orders must be submitted online at www.wellbornandyou.com.

In the event that you exceed your weekly Rush limit, excess items will automatically move to the Rush hold bin and will submit the next available week. This is an automatic process and no verbal notification will be made to the customer by Wellborn Cabinet, Inc.

Home Concepts KAAT:

The Rush Program enables Home Concepts Dealers to expedite up to **ten (10) items with a maximum of five (5) cabinets and five (5) accessories** per customer, per week with the addition of a 25% up-charge on those items. **Home Concepts KAAT Rush Order count is included in your total Wellborn Rush Order item count, which means your total Rush items for Wellborn and Home Concepts KAAT is 10 items.** The expedited items will be available for shipment in five (5) business days from your order date or on the next available Wellborn truck. **Rush order deadline is 12:00 noon Central Time.** All rush orders must be approved by Wellborn Customer Service. Rush orders must be specified prior to order entry. **ALL RUSH ORDERS ARE FINAL—NO CHANGES ARE ALLOWED.** Rush orders must be submitted online at www.wellbornandyou.com.

In the event that you exceed your weekly Rush limit, excess items will automatically move to the Rush hold bin and will submit the next available week. This is an automatic process and no verbal notification will be made to the customer by Wellborn Cabinet, Inc.

Estate Collection Rush Program

The Rush Program enables Estate Collection Dealers to expedite up to **ten (10) items with a maximum of five (5) cabinets and five (5) accessories** per customer, per week with the addition of a 25% up-charge on those items. **Estate Collection Rush Order count is included in your total Wellborn Rush Order item count, which means your total Rush items for Wellborn and Estate Collection is 10 items.** The expedited items will be available for shipment in nine (9) business days from your order date or on the next available Wellborn truck. **Rush order deadline is 12:00 noon Central Time.** All rush orders must be approved by Wellborn Customer Service. Rush orders must be specified prior to order entry. **ALL RUSH ORDERS ARE FINAL—NO CHANGES ARE ALLOWED.** Rush orders must be submitted online at www.wellbornandyou.com. Lead time is subject to change and will be notated on your confirmation.

In the event that you exceed your weekly Rush limit, excess items will automatically move to the Rush hold bin and will submit the next available week. This is an automatic process and no verbal notification will be made to the customer by Wellborn Cabinet, Inc.

Wellborn Closets Rush Program

The Rush Program enables Wellborn Closets Dealers to expedite up to **ten (10) items with a maximum of five (5) cabinets and five (5) accessories** per customer, per week with the addition of a 25% up charge on those items. **Wellborn Closets Rush Order count is included in your total Wellborn Rush Order item count, which means your total Rush items for Wellborn and Wellborn Closets is 10 items.** The expedited items will be available for shipment in five (5) business days from your order date or on the next available Wellborn truck. **Rush order deadline time is 12:00 noon Central Time.** All rush orders must be approved by Wellborn Customer Service. Rush orders must be specified prior to order entry. **ALL RUSH ORDERS ARE FINAL—NO CHANGES ARE ALLOWED.** Rush orders must be submitted online at www.wellbornandyou.com.

In the event that you exceed your weekly Rush limit, excess items will automatically move to the Rush hold bin and will submit the next available week. This is an automatic process and no verbal notification will be made to the customer by Wellborn Cabinet, Inc.

Elegant Bath Collection Rush Program

The Rush Program enables Elegant Bath Dealers to expedite up to **ten (10) items with a maximum of five (5) cabinets and five (5) accessories** per customer, per week with the addition of a 25% up charge on those items. **Elegant Bath Rush Order count is included in your total Wellborn Rush Order item count, which means your total Rush items for Wellborn and Elegant Bath is 10 items.** Standard lead time items that are expedited will be available for shipment in five (5) business days for overlay items and nine (9) business days for inset items from your order date or on the next available Wellborn truck. Extended lead time items that are expedited will be available for shipment in nine (9) business days from order date or on the next Wellborn truck. **Rush order deadline time is 12:00 noon Central Time.** All rush orders must be approved by Wellborn Customer Service. Rush orders must be specified prior to order entry. **ALL RUSH ORDERS ARE FINAL—NO CHANGES ARE ALLOWED.** Rush orders must be submitted online at www.wellbornandyou.com.

In the event that you exceed your weekly Rush limit, excess items will automatically move to the Rush hold bin and will submit the next available week. This is an automatic process and no verbal notification will be made to the customer by Wellborn Cabinet, Inc.

Rush Program Details

If you choose an alternate method of shipment other than a Wellborn truck, additional freight charges will be imposed by the carrier. When placing your order, please check your preferred shipping method and optional shipping method. By selecting shipping methods at time of order, we will be able to quickly route your item.

The following categories of items are excluded from our Rush Program:

Curved door cabinetry, Designer and Wall Mount Suites from the Elegant Bath Collection, designer and decorative vanity mirrors, tub apron panels, curved mouldings, wainscot, custom appliance panels, custom doors and drawer fronts, all hoods and hood liners, entertainment cabinets, fluted wall pullouts, some mullion doors, decorative glass doors, metal doors, narrow arch valances, mantle hood program, islands and island components, matching tall utility and linen end panels with and without post attached, manufactured marketing and display materials (excluding SFK's and Finish Sample Chips), appliance panels, decorative door hardware and other miscellaneous hardware as well as other cabinets and accessories. Several semi-custom modifications such as Functional End, Integrated Matching End, Matching End Panels Installed, Matching End Panels Installed with Reduced Depth or Increased Depth, Metal Doors Installed, Modify Depth, Modify Height, Modify Width, specific Mullion Doors Installed, Reduced Depth Drawer, Toe Kick Added, and Wide Top Rail are not available on Rush. Items ordered under the Brush Finish, ColorInspire, or You Draw It programs are not available on Rush. These items will receive the standard lead time for shipment. This list is subject to change. See the WAY site for a detailed list.

III. SALES AND MARKETING SUPPORT MATERIALS QUICK SHIP PROGRAM

The Sales and Marketing Support Materials Quick Ship Program allows Wellborn customers to expedite Display Doors and marketing materials. The expedited items will be available for shipment in five (5) business days for Wellborn items and nine (9) business days for inset or extended lead time items from your order date or on the next available Wellborn truck. Quick Ship order deadline is 12:00 Noon Central Time. Limit per customer, per week order: Total of 10 Display Doors in any door style and finish combination for all Wellborn brands combined except Extended Lead Time products. Please refer to your Specification Catalog for a complete listing of all items available on this program. All items available in the Quick Ship Program are also flagged with the "QS" symbol in your Price Catalog. All Quick Ship orders must be submitted online at www.wellbornandyou.com. All Quick Ship orders are final—no changes are allowed. All items on the Quick Ship Program will automatically be deducted from Co-op at order entry, provided funds are available, unless otherwise specified. Wellborn Cabinet, Inc. does not guarantee availability of in-stock Display Doors in instances of weekly orders exceeding stock levels. These items will default to standard lead time.

IV. DISCONTINUED DOOR STYLE AND FINISH REPLACEMENT PROGRAM

All discontinued door styles and finishes will be available for replacement for six (6) months after the discontinued date. Lead times will vary from standard lead time program to accommodate production schedules. Production will be run once per quarter.

V. PRICE QUOTES:

Wellborn Cabinet Customer Service does not provide quotations on orders. For pricing assistance, please contact your Wellborn Territory Manager.

PLEASE NOTE: All orders sent to Wellborn will be processed as an "ORDER."

VI. YOU DRAW IT:

You Draw It is only available in Estate Collection and the Premier Series. It is not available with the Select Series, Elegant Bath Collection, Wellborn Closets or Home Concepts brands.

Requests must be sent in one week prior to ordering. Approval of request is made on an order-by-order basis. Previous approval does not guarantee a future approval, construction, lead time or pricing. All requests will be returned within five (5) business days (excluding holidays and weekends). Only one item will be quoted per form; however, this does not affect the quantity of the item you may order. Please completely fill out the form. Due to the complexity of some requests, delivery times may vary. This will be communicated to you by your Customer Service Representative.

PLEASE NOTE: Having shipments arrive on scheduled delivery dates is contingent upon proper credit approval, ample lead time and following the above guidelines.
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Note: Confirmations reflect your final order and are final.

- You must log on to www.wellbornandyou.com to review your confirmation. Please review it and make any changes online by 12:00 Noon Central Time on the day after your order cut off date. At 12:00 Noon the day after your cut off, the order is released into production and you are obligated to accept the order. Each brand will have its own logo on the confirmation. Elegant Bath Collection and Wellborn Closets will be included on a Wellborn or Estate invoice. The order confirmation will contain the following information:

WELLBORN

CABINET, INC.

The Essence of Cabinetry

Wellborn Cabinet, Inc.
P.O.Box 1210
38669 Hwy. 77
Ashland, AL 36251
Fax (256)354-7151
Fax (256)354-7022

Order Confirmation

Sold-to Party Address	
DEMO CUSTOMER 123 MAIN STREET ANYWHERE, AL 12345	1

Shipping Address:	
DEMO CUSTOMER 123 MAIN STREET ANYWHERE, AL 12345 USA	2

Information					
Sold-to Cust #	0001000001	3	Ship-to Cust # 0001000001	11	
Sales Order Number	0000320686	4	Order Date	10/10/2007	12
Payment Terms	2% 10, Net 30	5	Ship Date	10/29/2007	13
Create with reference	0000008458	6	Volume	135.1	14
Ship Method	TK TRUCK	7			
Order Reason	101 Order-Standard	8			
Purchase Order No.	NH-1953	9			
Job Name	JONES	10			

Item	Material Description	Quantity	Unit Price	Amount
15	VLC188421* L ID24 19 SEL Harmony Maple HON--84" HIGH VANITY LINEN CABINET	1 EA	\$486.76 per 1 EA	\$486.76
20	US84V SEL Maple HON--UTILITY SKIN - VENEER	1 EA	\$47.01 per 1 EA	\$47.01
30	US84V SEL Maple HON--UTILITY SKIN - VENEER	1 EA	\$47.01 per 1 EA	\$47.01
40	VLC188421* R ID24 SEL Harmony Maple HON--84" HIGH VANITY LINEN CABINET	1 EA	\$486.76 per 1 EA	\$486.76
50	U188424* L RD21 SEL Harmony Maple HON--84" HIGH UTILITY CABINET	1 EA	\$388.38 per 1 EA	\$388.38
60	VS39BH SEL Harmony Maple HON--34 1/2" HIGH JUST RIGHT VANITY SINK CAB	1 EA	\$185.69 per 1 EA	\$185.69
70	VSB42BH SEL Harmony Maple HON--34 1/2" HI JUS RT VANITY SINK CAB W/BLANK	1 EA	\$246.90 per 1 EA	\$246.90
80	BTSM SEL Maple HON--BASE TOE SPACE COVER MATCHING	2 EA	\$15.97 per 1 EA	\$31.94
90	CM SEL Maple HON--CROWN MOULDING	2 EA	\$35.49 per 1 EA	\$70.97
100	F330 SEL Maple HON--30" HIGH SOLID WOOD FILLER	1 EA	\$20.70 per 1 EA	\$20.70
110	F330 SEL Maple HON--30" HIGH SOLID WOOD FILLER	1 EA	\$20.70 per 1 EA	\$20.70
120	F330 SEL Maple HON--30" HIGH SOLID WOOD FILLER	1 EA	\$20.70 per 1 EA	\$20.70
130	B8808 --HONEY TOUCH UP KIT	1 EA	\$20.86 per 1 EA	\$20.86
140	BSV SEL Maple HON--BASE SKIN - VENEER	1 EA	\$28.39 per 1 EA	\$28.39
150	S34 SEL Maple HON--SCRIBE MOULDING	3 EA	\$10.94 per 1 EA	\$32.82
160	US84V SEL Maple HON--UTILITY SKIN - VENEER	1 EA	\$47.01 per 1 EA	\$47.01

21 Total Amount: \$2,182.60

Order Notes: 20

Shipping Notes:

*KAAT will be notated

What is an Order Confirmation?

A confirmation is your order as it will be processed. It is your responsibility to confirm that it is accurate and make any necessary changes. Order confirmations from electronic orders are an exact reflection of what you keyed. Order confirmations are available online.

ORDER CHANGES, CANCELLATIONS AND ADDITIONS

In order to smoothly make additions or changes to standard lead time orders, or to cancel orders, please follow these guidelines:

CHANGES OR CANCELLATIONS MAY BE MADE UP TO 12:00 NOON CENTRAL TIME ON THE DAY AFTER YOUR ORDER CUT OFF DAY.

All changes, cancellations or additions should be made online at www.wellbornandyou.com.

I. CHANGES

Changes may be made to an order until 12:00 noon Central Time the day AFTER your order cut off day. As soon as the dealer realizes that a change is required, the dealer should immediately make the changes online. Wellborn policy will not allow changes after 12:00 noon Central Time the following business day after order cut off. Standard lead time orders with a UPS or LTL ship via are cut off specific; therefore, you will have until 12:00 noon Central Time the day after your order cut off to make any changes or additions.

Changes to Wellborn Truckload Orders during the change period will result in the orders being deleted and reconfirmed with new order numbers.

II. CANCELLATIONS

Cancellations will be allowed on orders until 12:00 noon Central Time the day AFTER your order cut off day. This period immediately following cut off provides the dealer time to review the order for accuracy.

Wellborn cannot accept cancellations or changes beyond this period immediately following order cut off.

III. ADDITIONS TO SCHEDULED DELIVERIES

Additions may be made to a scheduled delivery. They must follow all Rush Program Guidelines. See details of the Rush Program on pages 5-7.

IV. BACK ORDERS

If the Wellborn Packing List shows a B/O, that item has been back ordered.

A. Your order will be reprocessed and will be shipped to you as soon as possible.

B. You are not charged for a back order until the back order is shipped.

C. Please do not ask for credit on these items.

www.wellbornandyou.com



Timely information and effective communication are key elements in operating a successful business. With today's technology and the high-speed world of computers, we can work together to achieve the mutual success of Wellborn Cabinet, Inc. and you, our valued customers. Wellborn Cabinet, Inc. has developed a password secured, dealer extranet site that allows you to keep up-to-date with your Wellborn account and everything new and exciting at Wellborn. All you need is a personal computer with internet service. You can then navigate to www.wellbornandyou.com for instant access to your account information. Contact your Customer Service Representative today for your personal password.

ELECTRONIC ORDERING

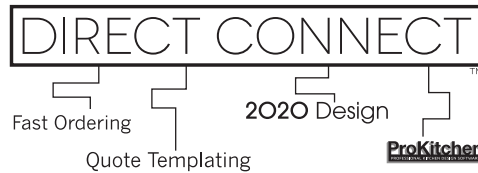
The concept of e-business is an ever-increasing way of doing business. Wellborn Cabinet, Inc. has developed a secured password extranet site, www.wellbornandyou.com, through which customers must place all orders. All you need is a personal computer with internet access to get connected. Contact your Customer Service Representative today for your password and you can be placing orders online within minutes.

I. DIRECT CONNECT BENEFITS

Wellborn Cabinet, Inc. offers an online ordering system through www.wellbornandyou.com that will allow our customers to place all their orders electronically. Orders placed through Direct Connect are submitted directly into our system when you click the Submit button.

A. MULTIPLE WAYS TO ORDER

1. Fast Order – Validates line item availability as you key through Smart Fields
2. 2020 – Convert your 2020 design to a quote in Direct Connect ready to be submitted for order
3. ProKitchen – Convert your ProKitchen Design to a quote in Direct Connect to be submitted for order



B. REDUCE ERRORS IN ORDERS

Product specifications have been built in; therefore, there is no need to pull out your Specification Catalog. Direct Connect has Smart Fields and will only accept items that are available to order.

Material	
B25	Invalid Material

C. MAKE YOUR CORRECTIONS ONLINE

Direct Connect gives you complete control of your orders. You don't have to call Customer Service with changes, just open your order and instantly make your updates.

<input type="checkbox"/> Create New Quote	<input type="checkbox"/> Open Saved Quote	<input type="checkbox"/> Easy Reorder	<input type="checkbox"/> Edit Submitted Order	<input type="checkbox"/> Manage Trucks	<input type="checkbox"/> Quote Templating
Order	PO	Job Name	Type	Cancel	
<input type="checkbox"/> 325945	CDN07777A01MARTIN		SLT	<input type="button" value="X"/>	
<input type="checkbox"/> 325632	ODN01464GICONI		SLT	<input type="button" value="X"/>	

D. PLACE ORDERS ANY TIME ON YOUR CUT OFF DAY

When using Direct Connect to place your orders, you have all day on your order cut off day to place your orders. As long as your order is submitted as final on that day, it will be accepted for that day. You may place orders any day of the week and they will roll to your next cutoff day.

E. EASY REORDER ABILITY

You can pull up and resubmit a new order for any orders that have ever been submitted through Direct Connect.

<input type="checkbox"/> Create New Quote	<input checked="" type="checkbox"/> Open Saved Quote	<input type="checkbox"/> Easy Reorder	<input type="checkbox"/> Edit Submitted Order	<input type="checkbox"/> Manage Trucks	<input type="checkbox"/> Quote Templating
Search For: <input checked="" type="checkbox"/> Orders <input type="checkbox"/> Quotes					
Search Term: <input type="text"/> <input type="button" value="Search"/>					

II. DIRECT CONNECT ORDER PLACEMENT

- A. Enter appropriate Order Identification information.

- B. Smart fields will allow you to define your order characteristics such as Door Style, Finish, Series, and other available options.

- C. Enter the items you wish to order in the material box.

- D. The ordering system has been enhanced with Smart Fields, which creates an ordering process where you can only order the items that are active and available for order in the specification catalogs with your selected door style and series.

- E. When you have added all of the line items you wish to order, click on the Shipping tab to verify your shipping details.

- F. Click on the Place Order tab and click the Submit Order button when you are ready to place your order. Select the type of construction the order pertains to.

III. HOW TO DELETE AN ORDER IN DIRECT CONNECT

- A. From the main menu, click on Place Order under Quick Links. Choose your brand.
B. Select Edit Submitted Order and click the red button in the Cancel column for the order you wish to delete.

PRIORITY REPLACEMENT PARTNERSHIP

The Priority Replacement Partnership (PRP) is designed to make ordering replacement parts and cabinets a simple process. The PRP also enables our Wellborn, Elegant Bath and Estate Dealers to **earn a rebate at the end of the year** and enjoy this incentive to service their own customers by managing the fund properly. **This program does not apply to Home Concepts Dealers.**



The PRP expedites replacements to be **available for shipment** to the Wellborn Dealer in approximately five (5) to nine (9) business days or on the next available truck. The product cost will be deducted from the Wellborn Dealer's PRP accrual fund.

I. THIS IS HOW PRP WORKS

- A. The PRP fund accrues in a designated account, at 1½% of the Wellborn Dealer's net purchases.
- B. Customer Net Purchases = Total cabinet sales including freight charges less all credits and sales tax.
- C. For new Wellborn Dealers, a temporary PRP budget will be set up equal to 1½% of 50% of budgeted yearly sales as noted in the purchase agreement. This budget will allow your PRP account to operate with a negative balance for the first six months. Once net purchases occur, the payment will bring your PRP account into the positive. After one year as a Wellborn Dealer, the temporary PRP account will be based on 1½% of 50% of net purchases for the preceding year.
- D. As PRP items are identified, you can place orders for replacements online at www.wellbornandyou.com. **PRP deadline is 12:00 noon Central Time daily.** These replacements will be sent to the Wellborn Dealer and the cost, which is based on the Wellborn Dealer's standard purchase factor, will be deducted from the Wellborn Customer's PRP accrual fund. If applicable, a drop-fee plus freight charges will be deducted from your PRP accrual fund when invoiced.
- E. Replacement orders must include the original order number. The category which best describes the reason for replacement must be noted next to the replacement part or cabinet. A separate order will be placed for each replacement category selected.
- F. Replacement orders must be placed within 180 calendar days of original invoice date.
- G. You can access your PRP statement and all transaction details at any time on the WAY site. The PRP balance is also shown at the bottom of each Wellborn invoice.
- H. At the end of each month, unused funds will carry forward to the next month.
- I. **At the end of the calendar year, all remaining PRP funds will be refunded to the Wellborn Dealer by January 31st of the following year. To be qualified for this refund, the Wellborn Dealer's account must have maintained a current 30-day pay history during the entire previous year. Negative PRP accrual will carry over to the next year.**
- J. If at any time, the Wellborn Dealer's PRP account balance exceeds 1½% of net purchases, replacement parts or cabinets will be charged to the Wellborn Dealer's regular account. **The invoice must be paid.**
- K. Wellborn's Credit Manager may delete your PRP accrual due to payment history and current status with Wellborn Cabinet.
- L. The Priority Replacement Partnership includes replacements that are determined after the product is delivered to the Wellborn Dealer. This program eliminates paperwork and allows shipment of the replacement product on expedited lead time. PRP is designed to encourage Wellborn Dealers to repair the product, if possible, rather than replace the product. Check the charts on the next page to determine if the replacement is deducted from the PRP fund accrual or excluded (not deducted) from the PRP accrual.
- M. Replacements will be available for shipment in approximately five (5) to nine (9) business days, or on the next available Wellborn truck. Curved door cabinetry, Designer and Wall Mount Suites from the Elegant Bath Collection, tub apron panels, curved mouldings, wainscot, custom appliance panels, custom doors and drawer fronts, all hoods and hood liners, entertainment cabinets, fluted wall pullouts, some mullion doors, decorative glass doors, metal doors, narrow arch valances, mantle hood program, islands and island components, matching tall utility and linen end panels with and without post attached, manufactured marketing and display materials (excluding SFK's and Sample Chips), appliance panels, decorative door hardware and other miscellaneous hardware as well as other cabinets and accessories. Several semi-custom modifications such as Functional End, Integrated Matching End, Matching End Panels Installed, Matching End Panels Installed with Reduced Depth or Increased Depth, Metal Doors Installed, Modify Depth, Modify Height, Modify Width, specific Mullion Doors Installed, Reduced Depth Drawer, Toe Kick Added, and Wide Top Rail are not available on a Rush lead time through PRP. These items will receive the standard lead time for shipment. This list is subject to change.

PRIORITY REPLACEMENT PARTNERSHIP (continued)



- N. **Credit for R1 will not be issued unless labels are returned.** All R1 cabinets will be picked up by Wellborn after inspection by Wellborn Territory Manager.
Wellborn highly recommends a replacement ship on a Wellborn truck to ensure that the product is delivered in good condition. Other shipping methods usually result in damaged products.
- O. PRP balances are based on real-time account activity and can vary widely from day to day or even hour to hour due to timing of order placement, invoices, payments, etc.
- P. Accrued PRP balances cannot be deducted from current account balance.

The estimated shipping time turnaround represents Wellborn's best efforts depending on manufacturing capacity, parts ordered, holiday schedules, etc. This time frame may vary.

II. DEDUCTED FROM PRP FUND

Designation	Situation
D2	Concealed Damages reported after delivery is made
S2	Shortages reported by Wellborn Dealer after delivery is made
R2	Quality
R3	Doors, drawers and drawer fronts

III. EXCLUDED (NOT DEDUCTED) FROM PRP FUND

Designation	Situation	Procedure	Notes
D1	Damages reported by Wellborn driver	Processed as a no-charge replacement	
S1	Shortages reported by Wellborn driver	Processed as a no-charge replacement	
P1	Missing cabinet parts (shelves, shelf clips, etc.)	Processed as a no-charge replacement	
W1	Warranty problems	If proven to be a Warranty issue, a replacement will be invoiced pending credit approval and a credit memo will be issued for 100% credit, based upon return and inspection of product, if required, by Wellborn.	
R1	Wrong label on carton	Replacement will be invoiced pending credit approval and a credit memo will be issued by the Wellborn Territory Manager for 100% credit, based upon return and inspection of product.	R1 will require copies of carton labels. The Wellborn Dealer must maintain original carton with labels attached. Credit will not be issued if original labels are not submitted with credit request.

IV. ADVANTAGE PLUS PROGRAM FOR HOME CONCEPTS

Situation	Procedure	Notes
Damages reported by Wellborn driver	Processed as a no-charge replacement	
Shortages reported by Wellborn driver	Processed as a no-charge replacement	
Wrong label on carton	Replacement will be invoiced pending credit approval and a credit memo will be issued by the Wellborn Territory Manager for 100% credit, based upon return and inspection of product.	R1 will require copies of carton labels. The Wellborn Dealer must maintain original carton with labels attached. Credit will not be issued if original labels are not submitted with credit request.

- A. Replacement part will be shipped in RUSH lead time without the 25% upcharge and will be applied against RUSH counts.
- Concealed Damages reported after delivery is made
 - Shortages reported by Wellborn Dealer after delivery is made
 - Quality
 - Doors, drawers and drawer fronts

SHIPPING AND DELIVERY

The following sections address shipping and delivery topics and should help to answer questions or concerns regarding transportation and receipt of Wellborn products.

I. WELLBORN TRUCK

A. **Multi-drop Delivery Program for Wellborn, Estate, Elegant Bath and Home Concepts KAAT:** Multi-drop trucks are ready to service all our valuable customers; however, please be mindful of the following rules that apply to multi-drop shipments.

- For Wellborn Dealers located on the weekly scheduled routes, orders of \$1,000 or more will be delivered. Orders between \$300 - \$1,000 will be delivered for an acceptance fee of \$100.00.
 - Combined orders must reach a minimum of \$300 and a maximum of \$1,000 for this delivery option to apply.
 - If you choose the \$100 drop fee and more orders are placed before your cut off for that week and your combined order totals reach the standard Wellborn \$1,000.00 requirement, the \$100 drop fee will be waived.
 - You will have the option to decline the \$100 drop fee if you prefer to ship via UPS or common carrier. However, a delivery method must be chosen at the time of order placement to have your order submitted for production. Inset cabinets will not be shipped UPS.
 - If you choose not to determine a valid ship method or do not agree to the \$100 fee, your order cannot be submitted and will remain a quote until you are ready to place more orders.

Wellborn's Transportation Department will determine if the delivery can be made successfully. Deliveries are subject to being rescheduled due to location and route schedule. Wellborn will strive to make various multi-drop deliveries; however, the Wellborn Director of Transportation will determine if delivery can be made.

B. **Single Point Delivery For Each Wellborn Dealer (All Brands):** Wellborn trucks will make deliveries only to the Wellborn Dealer's place of business. The Wellborn Dealer's orders will not be delivered to various branches or to customers in addition to this main place of business.

C. **Job Site Delivery: Shipments of Wellborn Dealer orders to a Wellborn Dealer's job site by Wellborn truck will be made only in full truckload quantities delivered to a single point at one site and only with Wellborn approval prior to order placement.** A \$100.00 fee is required for job site delivery. Unloading will be completed within a maximum 4-hour time frame. If unloading requires more than 4 hours, customer will be charged \$50.00 per hour. The Wellborn Dealer must be present at job site at the time of delivery. Claims for variances will not be considered if the Wellborn Dealer is not present at the job site at the time of

delivery. Please refer to Job Site Delivery Request Form online. Pictures are required prior to approval.

- D. **Cubes Per Truckload:** A minimum of 2,500 cubes and a maximum of 3,300 cubes can be shipped on a 53-foot trailer.
- E. **Ship Date:** The ship date included on your order confirmation is the latest possible date your order should ship from the factory. It is our goal to load all orders the night before this date and the trucks will often leave that night. You might receive your shipments on your scheduled ship date in some instances.
- F. Wellborn reserves the right, at any time, to determine if delivery to customer's delivery location can be made with Wellborn truck.

DELIVERY SCHEDULE: 7:00 a.m. — 5:00 p.m.

- G. **Unloading of Shipments:** The following rules outline Wellborn Dealer responsibilities when cabinets are delivered by **Wellborn truck**. These rules are designed to ensure that each load is properly counted so that there will be no disputes in billing. Please follow these guidelines:
1. Wellborn Dealers should be able to receive delivery during normal business hours, Monday-Friday 7:00 am–5:00 p.m. Wellborn Dealer should have a contact telephone number with voice mail attached should Wellborn need to reach them at any time. If Wellborn Dealer is not available to receive the load at the time of delivery, a \$100.00 redelivery fee plus original and new freight charges will be imposed for all product not delivered. Please refer to Delivery Re-scheduled Authorization For Product Not Delivered Form online. Consistent failure to receive scheduled deliveries could result in account deletion. **Any redelivery will generate a new order number and confirmation. This new confirmation does not provide an opportunity for changes. The original invoice will be credited to your account. The order will then ship on the next available Wellborn truck or carrier as space allows.**
 2. Customers who will receive delivery on the first day of the run will be called 48 hours prior to the delivery of the first drop on that run with delivery date, cubes, drop number and AM/PM time frame. This information can be reviewed at www.wellbornandyou.com. For customers with deliveries to be made on subsequent days after the first day of the run, they will be called by the delivery driver 24 hours in advance of the delivery with the information pertaining to their order. This call notification will allow ample time to arrange the necessary help to tailgate, unload and distribute the load. Wellborn has found that four hours is normally ample time to unload a truckload trailer if the Wellborn Dealer can have three or four people unload. Wellborn estimates that unloading time is approximately **750 cubes per hour from the time the truck arrives.**
 3. The Wellborn driver is responsible to tailgate the load and scan each item as it is unloaded from the truck.
 4. On **Wellborn truck** shipments, when unloading is completed, the signing of the Bill of Lading by the Wellborn Dealer's representative acknowledges receipt of all items shown thereon.
 5. If there is any visible damage to carton, it should be inspected at delivery. **The Wellborn driver must call Wellborn Customer Service to report discrepancies pertaining to the delivery.**
 6. Wellborn Dealer must notify Wellborn Sales Department if delivery contact person is changed and must include current phone numbers.
- H. **Damage or Shortage:** The **Wellborn truck driver** must report shortages and damages at time of delivery for Wellborn to assume responsibility. Shortages or replacements will be shipped according to the regular shipment schedule. Wellborn Transportation Department will determine the most efficient shipment method.
- I. **Delivery Definition:** When using **Wellborn trucks**, delivery shall be complete when delivered to the designated place of business and/or job site and Bill of Lading is signed.

II. SHIPMENT VIA ALL CARRIERS OTHER THAN WELLBORN TRANSPORTATION

- A. **UPS/LTL Handling Fee:** Orders placed on **common carrier** are recommended to be shrink-wrapped and palletized. Palletizing minimizes the chance of damages caused by rough handling of individual cartons by common carriers. However, the shipment may arrive to you without pallets due to the fact that common carriers may remove pallets. Wellborn is not responsible for the actions of common carriers. **A special packaging and handling charge of 10% of net price of cabinet will be added to each order shipped in this manner. Special packaging and handling charges will be listed as separate line items on the bottom of your invoices. Additional LTL freight charges will be listed as a separate line item titled "Miscellaneous Freight Charges" on the bottom of your invoice. LTL shipments are only available for single items.**
- B. **Delivery Definition:** When using a **common carrier**, the signing of the Bills of Lading by the common carrier driver or agent at the time of pick-up from Wellborn shall constitute Wellborn's delivery to the Wellborn Dealer.

SHIPPING AND DELIVERY (continued)

C. Damage or Shortage: Any damage or shortage incurred during transit by **common carrier** must be filed with the carrier by the Wellborn Dealer. Wellborn is not responsible for filing claims and no claim will be considered by Wellborn for shortages, damages or variances from orders when shipped by **common carrier**. Wellborn shall exercise its best efforts to provide copies of shipping documents and such further assistance as the Wellborn Dealer may reasonably request in connection with such claims. Wellborn Dealers must accept delivery of product in order to file a claim if products arrive damaged. If product is refused and returned to Wellborn, new product must be ordered by the customer, in addition to payment of original order.

Shortages or replacements will be shipped according to the shipment schedule. The Wellborn Dealer assumes freight charges on any alternate delivery request (other than Wellborn truck).

D. UPS Shipments: All items are not available to ship UPS. If our Shipping Department deems this item as a non-shippable item for UPS, it will be changed to ship LTL. No notice will be given to customer.

The Wellborn Dealer should account for every item as it is received.

Common carrier shipping charges are not applicable at order entry.

III. CONTAINER SHIPMENTS

Wellborn will load cabinets into containers at the Wellborn plant. The Wellborn Dealer will pay all freight charges including carrier's freight dock time. Container logistics should be coordinated with Wellborn Transportation Department.

IV. FREIGHT FORWARDERS

A. Freight Forwarders: For overseas deliveries, Wellborn Cabinet, Inc. will deliver shipments to freight forwarders at specified ports to be loaded into containers. Orders delivered to freight forwarders must be shrink wrapped and palletized. Palletizing minimizes the chance of damages. There will be a special packaging and handling charge of \$.30 per cube imposed for Wellborn shrink-wrapping and palletizing shipments.

B. Delivery Definition: When using freight forwarders, the signing of the Bills of Lading by the driver or agent at the time of delivery at the port shall constitute Wellborn's delivery to the Wellborn Dealer.

C. Damage or Shortage: Any damage or shortage incurred during transit by freight forwarders must be filed with the forwarder by the Wellborn Dealer. Wellborn is not responsible for filing claims and no claim will be considered by Wellborn for shortages, damages or variances from orders when shipped by freight forwarders. Wellborn shall exercise its best efforts to provide copies of shipping documents and such further assistance as the Wellborn Dealer may reasonably request in connection with such claims.

PRP must be utilized for all replacement orders. Shortages or replacements will be shipped according to the shipment schedule. The Wellborn Dealer assumes freight charges on any alternate delivery request (other than Wellborn truck).

V. WELLBORN CUSTOMER PICK-UP

Wellborn Customer Pick-Up is not available.

VI. TRUCKLOAD DELAY POLICY

Wellborn Cabinet, Inc. wants to work with all our Wellborn Dealers to meet the needs of their businesses. We try to guide our Wellborn Dealers' ordering so that their product will be available at the time it is needed. However, Wellborn does not maintain a distribution warehouse. Our production of product is limited to Wellborn Dealer requested delivery dates.

If Wellborn chooses to delay a truckload shipment due to a Wellborn Dealer request after the truckload has been produced:

A. The Wellborn Dealer will be charged an \$80.00 per day demurrage charge from the initial date the truckload shipment is delayed by the Wellborn Dealer.

B. A truckload delay must have Wellborn Customer Service Manager approval.

C. In certain circumstances the demurrage charge may be waived at the discretion of the Wellborn Customer Service Manager.

Wellborn wishes to provide the best service possible to all our Wellborn Dealers. However, there may be times when Wellborn may need to delay a shipment due to mechanical breakdowns, etc. Should this occur, Wellborn will notify the Wellborn Dealer to schedule a new delivery date.

SHIPPING AND DELIVERY (continued)

Damaged Merchandise or Shortages: Check all cartons for holes, crushed corners or carton rattle. Verify the number of cartons you receive against the Bill of Lading. If you see possible damage or if the number of cartons differ, ask the driver to make note on the Bill of Lading before you sign for receipt of goods. Only the Wellborn driver may make these notes on Bill of Lading.

Delivery Withheld: Delivery may be withheld on accepted orders without liability to Wellborn, if in its opinion, the Wellborn Dealer's ability to pay for the merchandise ordered on the terms and conditions set forth is in doubt.

VII. SHIPPING LABEL

Each shipping label will contain the following information:

1. Rush stamp indicating item has been rushed (if applicable)
2. Ship Date
3. Item Ordered
4. Load on which the order is routed
5. Wellborn Dealer's order number assigned by Wellborn
6. Customer Account Number
7. Location where Wellborn Dealer has requested delivery be made
8. Indicates which drop your product is on the specified load number
9. Job Specific information provided by customer
10. Number of items in package (Only on small shipping label)
11. Purchase Order Information provided by the Wellborn Dealer for order identification
12. Address invoice will be sent to
13. Quality Control identification stamp

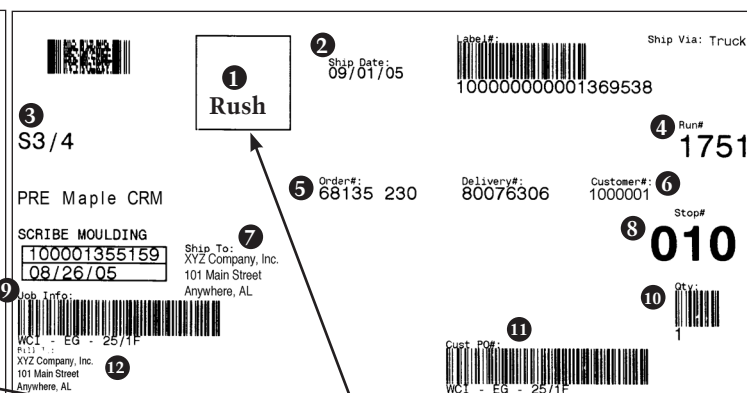
Note: Please do not dispose of labels until kitchen/bath has been installed and all cabinets are inspected by customer. If the customer wishes to scan information on the shipping label, a 2D scanner that will read PDF417 symbology is required to read the product information listed in #3 on the shipping label. All other barcodes on the label are linear barcodes using Code 128 symbology. A scanner that can decode PDF417 should be able to decode Code 128; however, you should verify this when purchasing your scanner.

Shipping label for cabinets and large packages:

Shipping label for accessories and small packages:



This is a large shipping label for cabinets and large packages. It features a large 2D barcode at the top left with the text "W3030" below it. To the right of this is a linear barcode with the number "10000000001346602". Below the 2D barcode is the text "SEL Sea Spray Square" and "Thermofoil WHT". Further down is "30" HIGH WALL CABINET" and a date "20000529017 08/26/05". At the bottom left, it says "Ship via/Ship date: Truck 09/01/05" and "Job Info: KSH - IP - 56". In the center, there is a "Rush" stamp with a circled "1" and a "QCID" stamp. To the right of the "Rush" stamp is a "Run# 1751" and a "Stop# 010". At the bottom right, there is a "Customer PO#" and a linear barcode with the number "KSH - IP - 56".



This is a smaller shipping label for accessories and small packages. It features a 2D barcode at the top left with the text "S3/4" below it. To the right of this is a linear barcode with the number "100000000001369538". Below the 2D barcode is the text "PRE Maple CRM" and "SCRIBE MOULDING". Further down is "100001355159" and "08/26/05". At the bottom left, it says "Ship To: XYZ Company, Inc. 101 Main Street Anywhere, AL". In the center, there is a "Rush" stamp with a circled "1" and a "Job Info: WCI - EG - 25/1F". To the right of the "Rush" stamp is a "Run# 1751" and a "Stop# 010". At the bottom right, there is a "Customer PO#" and a linear barcode with the number "WCI - EG - 25/1F".

Only appears on rush orders

Large label wraps around the side of the box.

PRODUCT REVIEW POLICY

WELLBORN CABINET, INC., HAS A “NO RETURN POLICY”.

However, Wellborn reserves the right to request a return of product(s) based on Wellborn’s need to inspect the product(s). This does not apply to the Home Concepts brand by Wellborn Cabinet, Inc.

If Wellborn request product(s) to be returned for review, Wellborn’s Territory Manager or Customer Service will submit the request. If the request is approved, a Return Order will be processed and a Return confirmation will be faxed to the dealer. All Return Orders will be approved by Wellborn’s Customer Service Manager and/or Credit Manager and will include the following information:

1. Dealer’s Address
2. Return Order Number
3. Wellborn Invoice Number
4. Reason for Return
5. Ship Method for Return
6. Cabinet Series, Door Style, Species and Finish
7. Material
8. Quantity
9. Text

Approved Return Orders will be scheduled for pickup by Wellborn’s Transportation Department. All guidelines for deliveries will apply to Returns. If a Return Order is scheduled to be shipped to Wellborn via UPS or LTL, the dealer will be responsible for arranging shipment and will be responsible for shipment cost.

Any product(s) returned to Wellborn without a pre-approved Return Order number will be discarded.

Product(s) must be returned packaged for shipment or in original box with the Return Order Number marked on the outside of the carton.

Any Return Order packing list returned to Wellborn by a driver because product(s) were not available for pickup, will be sent to the Authorized Manager for a call to the Dealer about the availability of product(s). Only two attempts will be made to pickup product(s) requested to be returned for inspection. Afterwards, the Return Order request will be cancelled and credit will not be issued.


No Wellborn product(s) purchased may be returned to Wellborn for credit or exchange. Product may only be returned when a Return Order is approved by Wellborn Cabinet, Inc.

INVOICING PROCEDURES

When an order is completed and shipped, an invoice will be generated and posted to the WAY site. Please carefully review it for discrepancies and print. If a discrepancy is found, please call our Accounts Receivable Department for clarification. Always refer to your order and invoice numbers in your communications with the Wellborn Accounts Receivable Department.

Each brand will be invoiced separately and will have its own logo on the invoice. Elegant Bath Collection and Wellborn Closets will be on a Wellborn or Estate logoed invoice. Each invoice will provide you with the following information:

1. Bill-to address
2. Address order will be delivered to
3. Customer number for billing address
4. Invoice Number
5. Order number assigned by Wellborn
6. Wellborn Dealer's Territory Manager
7. Delivery Service that will be used
8. P.O. information provided by Wellborn Dealer
9. Job specific information provided by customer
10. PRP Balance
11. Customer number for shipping address
12. Date invoice was generated
13. Discount for early payment and payment terms
14. What Wellborn Dealer ordered
15. Quantity ordered
16. Factored price of each item
17. Extended amount of items ordered on same line
18. Cabinet Modification Indicator - Cabinets modified through our Semi-Custom Program or Function Ready program will have an asterisk(*) after the code indicating the cabinet has been modified. Modifications will appear to the right of the asterisk.
19. Total tax for items ordered
20. Invoice Amount—Does not include miscellaneous freight charges such as LTL charges. Additional charges will appear in separate line item titled Miscellaneous Freight Charges.

		Wellborn Cabinet, Inc. P.O. Box 1210 38669 Hwy. 77 Ashland, AL 36251 (256)354-7151 Fax (256)354-7022		Invoice PLEASE REMIT TO: Wellborn Cabinet, Inc. P.O. Box 531202 Atlanta, GA 30353-1202	
Billing Address Anonymous 101 Main Street Anywhere, AL 12345		Page 1 of 2			
Shipping Address Anonymous 101 Main Street Anywhere, AL 12345		Information Bill-to Cust #: 1000001 Document Number: 90089185 Packing List Number: 80088521 Sales Order Number: 80661 Territory Manager: JOHNNY FUTRAL Ship Method: TK TRUCK Purchase Order No.: HAEG Job Name: OGLE PRP Balance: 1758.9			
		Ship-to Cust #: 1000001 Billing Date: 10/06/2005 Payment Terms: 2% 10, Net 30 Currency: USD			
		Item 14: Material Description, Quantity, Unit Price, Amount			
		0010 U369024 SEL Arlington Square Maple MED--90" HIGH UTILITY CABINET 1 EA 365.20 365.20 0020 RW361824 SEL Arlington Square Maple MED--24" DEEP REFRIGERATOR WALL CABINET 1 EA 102.55 102.55 0030 W4236 SEL Arlington Square Maple MED--36" HIGH WALL CABINET 1 EA 165.26 165.26 0040 DC2436 SEL Arlington Square Maple MED--36" HIGH DIAGONAL CORNER CABINET 1 EA 131.58 131.58 0050 W3936 SEL Arlington Square Maple MED--36" HIGH WALL CABINET 1 EA 157.28 157.28 0060 Q339024* WD3 SEL Arlington Square Maple MED--90" HIGH OVEN CABINET 1 EA 491.90 491.90 0070 W4236 SEL Arlington Square Maple MED--36" HIGH WALL CABINET 1 EA 165.26 165.26 0080 DC2436 SEL Arlington Square Maple MED--36" HIGH DIAGONAL CORNER CABINET 1 EA 131.58 131.58 0090 W3336 SEL Arlington Square Maple MED--36" HIGH WALL CABINET 1 EA 138.78 138.78 0100 W4236 SEL Arlington Square Maple MED--36" HIGH WALL CABINET 1 EA 165.26 165.26 0110 B30* WD2 SEL Arlington Square Maple MED--BASE CABINET 1 EA 185.30 185.30 0120 BLS36 SEL Arlington Square Maple MED--BASE LAZY SUSAN 2 EA 187.36 374.71 0130 BWPS27* WD1 SEL Arlington Square Maple MED--BASE CABINET WITH PULLOUT SHELVES 1 EA 292.47 292.47 0140 BWPS30* WD2 SEL Arlington Square Maple MED--BASE CABINET WITH PULLOUT SHELVES 1 EA 338.73 338.73			

Billing Address ANONYMOUS 101 Main Street Anywhere, AL 12345		Shipping Address ANONYMOUS 101 Main Street Anywhere, AL 12345		Wellborn Cabinet, Inc. Invoice Document Number: 90089185 Packing List Number: 80088521 Sales Order Number: 80661 Job Name: OGLE Purchase Order #: HAEG	
		Page 2 of 2			
Item		Material Description		Quantity	Unit Price
0370 W4530 SEL Arlington Square Maple MED--30" HIGH WALL CABINET		1 EA OB/O		136.72 /1 EA	136.72
0380 BSV SEL Maple MED--BASE SKIN - VENEER		2 EA OB/O		22.88 /1 EA	45.75
0390 WS30V SEL Maple MED--WALL SKIN (VENEER)		2 EA OB/O		12.85 /1 EA	25.70
		19 Total Tax			305.28
		20 Total Amount			\$6,410.40

TERMS AND CONDITIONS OF CREDIT

We are pleased to offer our Wellborn Dealers credit terms on Wellborn product. A review of the following information will provide details of our terms and conditions of credit.

I. TERMS OF PAYMENT

- A. **Cash Discount Wellborn, Wellborn Closets, Elegant Bath and Estate Dealers Only:** Please see purchase agreement for cash discount percentage that may be taken off the net merchandise amount for payment made within 10 calendar days from the invoice date. Discounts taken but not earned will be rebilled. Credit card payments can receive the cash discount terms. A convenience fee of 2.5% will be added to all credit card payments. The Wellborn Dealer should refer to the Purchase Agreement for their cash discount. This discount does not apply to Home Concepts invoices.
- B. **Wellborn, Wellborn Closets, Elegant Bath and Estate Net Terms:** Net amount of invoice is due within 30 calendar days from invoice date. Please see Purchase Agreement for terms. To insure proper credit, please submit the payment attached to the remittance portion of the invoice. The Wellborn Dealer should refer to the Purchase Agreement for their terms. Online payment is available for Wellborn, Wellborn Closets, Elegant Bath and Estate invoices.
- C. **Home Concepts Net Terms:** Net amount of invoice is due within 30 calendar days from the invoice date. Terms are net 30 days. To insure proper payment posting, please submit a copy of the invoice(s). The Home Concepts Dealer should refer to the Purchase Agreement for their terms. Online payment is available for Home Concepts invoices. A convenience fee of 2.5% will be added to all credit card payments.

The Home Concepts brand by Wellborn Cabinet, Inc. offers a 1% credit for defective or replacement parts on invoices paid in 30 days. This includes payments via credit card.

- D. **Credit Hold:** If account is in arrears or above credit limit, the account may be placed on "Credit Hold." When an order is placed on credit hold, it is not entered into production. The order will be held until the account is removed from the "Credit Hold Status." The order ship date will change because the new order date starts from the date of release of order, not when originally ordered.
- E. **Finance Charges:** A 1.5% finance charge per month (18% APR) will be charged on all balances after invoice due date. These terms are subject to keeping the account in good standing with Wellborn Cabinet, Inc. and can be changed if Wellborn's terms are not met.
- F. **Line of Credit:** A line of credit is established for each Wellborn Dealer and can be reviewed periodically during the year.
- G. **Credit Terms:** Terms will be in effect after approval by Wellborn's Credit Manager. Continued credit will be contingent upon the account being maintained in a satisfactory manner. Credit not kept in good standing will be reviewed and terms may be changed at any time.
- H. **Credits:** Credits against accounts will apply only with the issuance of a credit memo by Wellborn. Deductions or debits to an account will not be honored without a Wellborn credit memo issued by Wellborn's Credit Department and will result in the account becoming past due and shipments may be held. This does not apply to The Home Concepts brand by Wellborn Cabinets, Inc.
- I. **Credit Standing:** Since Wellborn is dependent on credit rating services such as Dun & Bradstreet for information on the credit standing of its present and prospective Wellborn Dealers, Wellborn supplies such information on any arrears accounts to these rating services.
- J. **Pricing/Invoice Errors:** All errors in pricing/invoicing such as incorrect multiplier, special charges, freight, tax, etc., must be reported to the Credit Department to insure proper credit.

No deductions from invoices may be taken. If in fact deductions are taken, account will be placed on Credit Hold Status. If the Wellborn Dealer has a credit request, please notify the Wellborn Territory Manager or the Credit Department. No deductions should be taken for display discounts, Co-op Advertising or other programs. The invoice must be paid and then a credit claim to the appropriate department may be submitted.

II. PRICES

- A. **Price Schedules:** The price of any product sold by Wellborn will be based on the price set forth in the current Wellborn Price Schedule and/or appropriate letter or bulletin in effect at the time of shipment. Prices and specifications are subject to change without advance notice for all customers on the current effective price catalog.
- B. **F.O.B. Point:** All prices are F.O.B. Wellborn plant unless otherwise specified.
- C. **Taxes:** Any manufacturer's sales or excise tax, any State or Federal tax or any other governmental charge now or hereafter levied upon the product, sale, use or shipment of goods ordered or sold shall be charged to and paid by the Wellborn Dealer.

SALES LEADS FOLLOW UP

Each month, Wellborn advertises in various media vehicles such as national magazines, internet and television. Each week we send you sales leads we receive as a result of these advertisements and media exposure. In order to remain a part of the lead program, Wellborn Dealers are required to follow up with these individuals and businesses to assist you in growing your business. In accordance with the National Consumer Do Not Call List, Wellborn Cabinet, Inc. has developed the following guidelines to assist our dealers in following up on the sales leads we provide. At the end of these Lead Follow Up Guidelines is a summary of the legal Do Not Call Rule. The Lead Fulfillment Guidelines for Dealers is found on www.wellbornandyou.com.

GUIDELINES FOR USAGE OF THE WELLBORN NAME AND WELLBORN CABINET, INC., TRADEMARKS AND BRAND NAMES

You may mention the names of Wellborn Cabinet, Inc. offerings when describing our products and their compatibility with your own services. But as a Wellborn Cabinet, Inc. partner or other third party, you may not include the name "Wellborn or Wellborn Cabinet, Inc.", a logo of Wellborn Cabinet, Inc., a trademark of Wellborn Cabinet, Inc., the name of a Wellborn Cabinet, Inc. offering, or Wellborn brands (The Estate Collection, Premier, Select, Home Concepts, Wellborn Closets and Elegant Bath Collection) or similar variations into your own product or service name, company name, domain name, social media page name or any of your logos.

When referring to company services, you must make a clear distinction between your products or services and those of Wellborn Cabinet, Inc. The name of your offering and the name of the Wellborn Cabinet, Inc. offerings must be clearly distinguished from one another either visually or by the wording. You can accomplish this goal in a variety of ways in running text and in headlines, signs, or other materials. When referring to your product's or services compatibility with a Wellborn Cabinet, Inc. offering, please mention your company name in addition to your product/service name.

Such references must not disparage Wellborn Cabinet, Inc., Wellborn's brands or its Wellborn's products. You must be clear and accurate as to the nature of the relationship between Wellborn Cabinet, Inc. and your company, its products, and its services.

Consider the following questions to determine if a particular service name, compatibility reference, marketing communication, or packaging may pose a problem to Wellborn Cabinet, Inc. and its trademarks:

- Does your product or service name include a Wellborn Cabinet, Inc. trademark; a Wellborn Cabinet, Inc. offering name; or similar variations of these?
- Do you use a Wellborn Cabinet, Inc. trademark or a Wellborn Cabinet, Inc. offering name in a way that gives the impression that the Wellborn Cabinet, Inc. trademark or Wellborn Cabinet, Inc. offering name is part of your service name?
- Does your offering name or the usage in question lead anyone to believe your services are developed, endorsed, or authorized by Wellborn Cabinet, Inc.?

If the answer to any of these questions is "Yes," then you should change your product or service name, the compatibility reference, your marketing communication, or packaging to reflect proper usage.

SHOWROOM DISPLAY PROGRAM

Good showroom displays are essential to selling cabinetry. We will be glad to provide information concerning discounts on showroom display cabinetry. Please contact your Wellborn Territory Manager for details and assistance in designing displays. Before display credit may be authorized, Wellborn requires the following criteria be met:

- I. Purchase Agreement should be finalized prior to ordering displays.
- II. All display discounts should have prior approval written into the Purchase Agreement and approved by Sales Manager.

Submit the layout to the Sales Department for display credit approval.

- III. The Wellborn Territory Manager is responsible for submitting all credit requests for displays. Before credit can be issued, please have the Territory Manager verify the displays. After the floor plan and the cabinet installation are complete, credit will be issued. The Wellborn Dealer may refer to Design Ideas section of the WAY Site for ideas.
- IV. Please submit a copy of the layout, photography of the complete vignette and invoice to the Wellborn Territory Manager prior to the credit being issued. Countertop installation is required for credit to be issued. The Wellborn Territory Manager is responsible for submitting this information to the Credit Department.
- V. No deductions on invoices should be taken under any circumstances. Deductions will result in account being placed on credit hold. Wellborn Cabinet, Inc. has an aggressive permanent showroom display program to assist Wellborn Dealers in displaying Wellborn cabinetry. Displays with detailed design, interior accessories, current door styles, and decorative kitchen accessories that receive daily cleaning are proven to be one of the best consumer sales tools. Keeping each Wellborn display in good order will assure a maximum return on the Wellborn Dealer's showroom investment.

SHOWROOM DISPLAY PROGRAM DETAILS

- I. Showroom Display Discount of 50% will be allowed for all new Wellborn and Estate Dealers who dedicate a minimum of 50% of the total number of kitchen and bath displays to Wellborn cabinetry. For example, if a Wellborn Dealer has four kitchen displays, at least two displays should be dedicated to Wellborn cabinetry.
- II. **Under no circumstances will personal offices with doorway entrances, break rooms, bathrooms, copy rooms and conference rooms be eligible for display discounts.**
- III.
 - a. **Wellborn**
Showroom displays should be permanent and consist of a minimum two 7' sections of both wall and base cabinetry. The kitchen displays should include decorative mouldings, interior accessories and door hardware. Bath displays also need to be permanent displays that are at least 4' wide and contain a vanity base, tri-view mirror and light combination.
 - b. **Estate**
Dealer will display a minimum display of 7' in length using one of the Estate inset door styles.
 - c. **Wellborn Closets**
Dealer will display a minimum of one 4' Wellborn Closets display. Wellborn Cabinet will offer a 50% discount from your cost on your initial showroom display orders. Showroom displays must be in a retail establishment and approved by the Wellborn Cabinet Showroom Department prior to ordering.
 - d. **Elegant Bath Collection**

Standard Display Discount

Dealer will display a free standing vanity from the Elegant Bath Collection. However, if Dealer chooses to purchase and display a free standing vanity from the Elegant Bath Collection, Wellborn will offer a 75% discount off one free standing vanity display. Customer must retain the free standing Elegant Bath display in a retail showroom for a minimum of 3 years. A wall to wall vanity install will receive a standard 50% discount.

Display Discount for Additional Free Standing Vanity Displays

Free Standing Vanity Displays (quantities 2-3) at a 50% discount. Four or more no discount.

- IV. Wellborn Design Centers and Wall Mount Displays can receive a 50% display discount.
- V. The Wellborn Dealer should have an existing showroom dedicated to retail traffic.
- VI. Displays must be ordered within 60 days of dealer set up.
- VII. Displays must be installed within 60 days from cabinet order date.
- VIII. Credits must be submitted within 60 days of installation. Display discounts will only be given to displays in a retail establishment.
- IX. Display discount will be eligible for displays that are located in the exhibit area only. Designer desks and reception desks located in the exhibit area are eligible for display discount.
- X. Please note that if at any time the Wellborn Dealer reduces the amount of dedicated floor space of Wellborn cabinetry, the display discount program is subject to change for future displays.
- XI. The Wellborn displays should, at minimum, have a three-year life before replacing cabinets.
- XII. In the event Wellborn upgrades a door profile design, the Wellborn Dealer may replace the doors on the current display and apply for 100% credit to the Co-operative Advertising and Merchandising Program within a period of three years.
- XIII. Only Wellborn products will be available for display credit.
- XIV. It is the nature of solid wood to vary somewhat in color and grain characteristics. Sample products may not precisely reflect the natural grain and color found in Wellborn cabinets. Exposure to sunlight, smoke, household chemicals and other environmental conditions will affect the color of the finish through time. Every wood species exhibits additional characteristics with age such as darkening of grain, pinholes and sap runs. Because of these influences, finish samples,

including Displays, should not be used to represent the product beyond 12 months from date of manufacture. It is the Wellborn Dealer's responsibility to keep samples and showrooms current and to make sure their showroom is reflective of Wellborn finishes and door styles. It is the Wellborn Dealer's responsibility to check that samples are marked correctly for accuracy of color and door profile before releasing for presentation.

XV. All Display Program requirements must be followed when ordering replacement displays.

Note: Wellborn's Display Program is for Wellborn Dealers only. Display credits are not typically issued for 2-step dealers, where a Wellborn Dealer sells to another dealer that is not set up directly with Wellborn. However, additional discounts may be available for Associate Dealers and Trade Partners. See your Territory Manager for details.

CO-OP ADVERTISING AND MERCHANDISING

Wellborn Cabinet, Inc. offers the following Cooperative Advertising and Merchandising Program designed to support your efforts to promote and sell Wellborn kitchen and bath cabinetry. Details of this program are located on www.wellbornandyou.com in your Wellborn Specification or Price Catalog.

Accrual

Co-op accrual is earned based on a percentage of your net purchases for all qualified Premier, Select, Wellborn Closets, Elegant Bath and Estate cabinet purchases, excluding taxes and credit charges. See purchase agreement for Co-op Advertising and Merchandising percentage. Co-op accrues daily based on daily account activity.

Reimbursement

1. The Co-op program reimburses at either 50% or 100% depending on the Co-op item. These items are detailed further within the Marketing Materials section in the Wellborn Specification or Price Catalog.
2. Credits will be issued for Advertising and Merchandising methods submitted January through the following March based on January through December net purchases. A three-month grace period is available to submit claims for calendar year purchases.

Annual Cabinet (Purchase) Period Calendar Year

January	February	March	April	May	June	July	August	September	October	November	December
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Co-op Claim (Submission) Period Calendar Year

January	February	March	April	May	June	July	August	September	October	November	December	January	February	March
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3. Co-op claim forms must be submitted by **March 31st** after the close of the calendar year.
4. ADVERTISING CLAIM DEDUCTIONS CANNOT BE TAKEN FROM INVOICE REMITTANCE PRIOR TO RECEIPT OF CREDIT MEMO. All Wellborn invoices must be paid in full for Co-op credit, unless Co-op is issued at order entry.
5. All approved claims not submitted at order entry will be paid by credit memo to your account.
6. Co-op credits will not be issued on accounts with payments 15 days from net terms.
7. All claims must be submitted within 45 days of invoice date for prompt credit to be issued.
8. Claims are processed as soon as all required documentation is received.
9. Co-op claims cannot be carried over to the next program year.
10. Claims will not be approved in excess of the individual dealer's available Co-op credit balance.

Account Balance

1. Funds not claimed by March 31st will be forfeited.
2. Co-op balances can be found on the [wellbornandyou](http://www.wellbornandyou.com) site on your account snapshot.

CUSTOMER START-UP KITS

All Brands Customer Start Up Kit

Wellborn's All Brands Customer Start-Up Kit contains marketing materials that will provide our new Wellborn dealers the tools needed to get started selling Wellborn cabinetry in our Home Concepts, Select and Premier Series, Estate Collection, Elegant Bath Collection and Wellborn Closets brands. Items in the kit are subject to change based on current marketing materials available.

International Accounts Start-Up Kit will only be shipped to Freight Forwarders dock. Dealer is responsible for delivery from this point.

Following are details for processing the kit:

- I. The All Brands Customer Start-Up Kit (B8752) will be processed after the dealer attends Wellborn Dealer Orientation and submits a signed Purchase Agreement.
- II. The All Brands Customer Start-Up Kit will be invoiced at no charge and will be applied to the Wellborn Dealer's Co-operative Advertising and Merchandising Account at 100%, providing the Wellborn Dealer is eligible for the Co-op Program.

Wellborn Closets Customer Start Up Kit

The Wellborn Closets Start Up Kit contains marketing materials which will get your Wellborn Closets display started. Items are subject to change based on current marketing materials available. The Wellborn Closets Start Up Kit is complimentary to dealers who are selling Wellborn Closets only brands. All Brand Wellborn dealers will receive a complimentary Wellborn Closets Start Up Kit that will be shipped at Wellborn Closets display credit approval.

Elegant Bath Collection Customer Start Up Kit

The Elegant Bath Collection Start Up Kit contains marketing materials which will get your display started. Items are subject to change based on current marketing materials available. The Elegant Bath Collection Start Up Kit is complimentary to dealers who are only selling the Elegant Bath Collection brand. All Brand Wellborn dealers will receive a complimentary Elegant Bath Collection Start Up Kit which will be shipped at Elegant Bath Collection display credit approval.

COMPUTER-AIDED DESIGN SYSTEMS

CAD Tech Support Contacts

For All 2020 and RealView Wellborn Catalog questions:

- 1st contact – Customer Service Representative 800-717-4206
- Available – Monday - Friday, 7:00 a.m. - 3:30 p.m. CT
- Wellborn offers 2 more ways of contacting CAD Tech support
 - 800-688-1693
 - CADSupport@Wellborn.com

Wellborn Supported CAD programs:

- | | |
|--|-----------------------------|
| 1. 2020 Design V11 * | – Online Ordering Compliant |
| 2. ProKitchen V8 | – Online Ordering Compliant |
| 3. Chief Architect X4 | |
| 4. AutoCad** Library compatible with 2007 and up | |

Detailed information concerning each CAD program is available online at www.wellbornandyou.com.

* The 2020 Design Closet Add-on must be purchased from 2020 prior to utilizing the Wellborn Closets Catalog. The Wellborn Closets 2020 Design Catalog has been created to run on 2020 Design Version 10.6 or greater.

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KCMA CERTIFICATION PROGRAM

The Kitchen Cabinet Manufacturers Associations Certification Program assures the specifier or user of kitchen cabinets and bath vanities that the cabinet bearing the blue and white seal complies with the rigorous standards set by the American National Standards Institute (ANSI) and sponsored by the Kitchen Cabinet Manufacturers Association (KCMA). All of Wellborn Cabinet, Inc.'s certified product lines meet KCMA Certification requirements and adhere to the following requirements. In addition to meeting the requirements of KCMA, Wellborn also has its own in-house testing lab that tests cabinets on a daily basis to ensure they are of the highest quality.



REQUIREMENTS TO EARN THE KCMA CERTIFICATION SEAL

- All cabinets must be fully enclosed with backs, bottoms, sides and tops on wall cabinets; and backs, bottoms and sides on base cabinets with certain specified exceptions on kitchen sink fronts, sink bases, oven cabinets and refrigerator cabinets.
- All cabinets designed to rest on the floor must be provided with a toe space at least two inches deep and three inches high.
- All utility cabinets must meet the same construction requirements as base and wall cabinets.
- Doors must be properly aligned, have means of closure and close without excessive binding or looseness.
- All materials must ensure rigidity in compliance with performance standards.

- Face frames, when used, must provide rigid construction.
- Corner or lineal bracing must be provided at points where necessary to ensure rigidity and proper joining of various components.
- All wood parts must be dried to a moisture content of 10 percent or less at time of fabrication.
- All materials used in cabinets must be suitable for use in the kitchen and bath environment where they may be exposed to grease, solvents, water, detergent, steam and other substances usually found in these rooms.
- All exposed plywood and composition board edges must be filled and sanded, edge banded or otherwise finished to ensure compliance with the performance standards.
- All exterior exposed parts of cabinets must have nails and staples set and holes filled.
- All exposed construction joints must be fitted in a workman-like manner consistent with specifications.
- Exposed cabinet hardware must comply with Builders Hardware Manufacturing Association finishing standards.
- Wellborn cabinets also comply with the provision of Paragraph 611-1.1, "HUD Minimum Property Standards— Housing 4910.1" 9/8/96. Each HUD job requires different standards; therefore, each Wellborn product line may or may not meet a specific job's requirements.

TESTING PROCEDURES

- All shelves and bottoms are loaded at 15 pounds per square foot, and loading is maintained for seven days.
- Mounted wall cabinets are gradually loaded to 600 pounds.
- A load of 250 pounds is applied against the inside of cabinet-front stiles for cabinets with drawer rail, or 200 pounds is applied for cabinets without drawer rail.
- A three pound steel ball is dropped six inches above the surface of shelves, bottoms and drawer bottoms.
- A 10-pound sandbag is used to strike the center of a closed cabinet door and repeated with the door opened to a 45-degree angle.
- Drawers are loaded at 15 pounds per square foot and operated through 25,000 cycles.
- Doors are opened and closed through a full 90-degree swing for 25,000 cycles.
- A door weighted to 65 pounds is slowly operated for 10 cycles from 90 degrees open to 20 degrees open and returned to 90-degree position.
- A cabinet door is placed in a hotbox at 120 degrees Fahrenheit and 70 percent relative humidity for 24 hours.
- A cabinet door is placed in a hotbox at 120 degrees Fahrenheit for one hour, removed and allowed to return to room temperature and humidity conditions and then placed in a coldbox for one hour at -5 degrees Fahrenheit. The cycle is repeated five times.
- Exterior exposed surfaces of doors, front frames, drawer fronts and end panels are subjected to vinegar, and grape juices, tomato catsup, coffee, olive oil and 100-proof alcohol for 24 hours and to mustard for one hour.
- A cabinet door edge is subjected to exposure to a standardized detergent formula for 24 hours
- All cabinet parts must pass each test and show no visible signs of damage, connections between cabinet-and-hinge and door-and-hinge must show no sign of looseness and other specifications must be met.

KCMA ESP CERTIFICATION

Wellborn is proud to be certified by KCMA's Environmental Stewardship Program. After many years of developing industry performance standards, the Kitchen Cabinet Manufacturers Association has included environmental sustainability to its program. Those companies actively participating in environmental stewardship have an opportunity to become certified through KCMA's Environmental Stewardship Program. Designed to encourage industry policies and practices that benefit both the environment and the well being of society, the Environmental Stewardship Program provides companies with tangible ways to support sustainability in Air Quality, Product Resource Management, Process Resource Management, Environmental Stewardship and Community Relations.

REQUIRED ACCEPTANCE FORMS

Wellborn Cabinet, Inc. requires that consumers sign an acceptance form prior to purchasing any ColorInspire or painted Cherry, Character Cherry, and Character Maple products.

ColorInspire

The appearance of color is affected by natural wood variation, graining, lighting, profiles, and edge shapes. Therefore, ColorInspire samples approximate the actual paint color and will not be an exact match to the paint manufacturer's paper color deck.

Painted Cherry, Character Cherry and Character Maple

When painted, Cherry, Character Cherry, and Character Maple retain many of their natural wood characteristics such as gum streaks, pin knots, pitch pockets, variously sized knots, streaks, mineral stains and streaks, burls, blemishes, sapwood, and non-structural splits. The natural characteristics of wood with respect to its color, texture, finishes, grain pattern and wood movement will show distinctive features that may be perceived by some individuals to be product defects. These natural wood features are not considered defects and are not covered under warranties.

DOCUMENTS OF UNDERSTANDING

Many of Wellborn's products receive various techniques to create the finished product. Due to the variability and unique nature of these techniques, there is no guarantee that these products will look exactly alike. Therefore, Wellborn Cabinet, Inc. recommends that dealers require consumer purchasers to sign the Document of Understanding: Brush Finish and Document of Understanding Special Effects when they decide to order one of these products. Variances in the brush finish process are common and will not be considered a reason for product replacement or warranty. Special effects are random and will be found throughout the products, however, not on every cabinet. The signed agreements acknowledge that the consumer is fully aware of these effects and the inconsistent appearance that will come from them. Wellborn reserves the right to void any warranty pertaining to brush finish or any special effects without proof of consumer's signed agreement.

The Document of Understanding Special Effects is available on the WAY site and can be attached to the original order in Direct Connect. The form can be customized to include the finish chosen as well as the dealer's name. Technique descriptions that do not apply to the chosen finish can be removed from the document. Information the dealer would like to include such as any experiences encountered regarding the finish may be added to the document as well.

WARRANTY

WELLBORN CABINET, INC.

**ESTATE COLLECTION
BY WELLBORN CABINET, INC.**

**HOME CONCEPTS
BY WELLBORN CABINET, INC.**

WELLBORN CLOSETS

**ELEGANT BATH COLLECTION
BY WELLBORN CABINET, INC.**

WELLBORN CABINET, INC.®

These warranties cover Wellborn Cabinet, Inc. brands including Wellborn Cabinet, Inc., Estate Collection, Elegant Bath Collection and Wellborn Closets as specified under the Select, Premier Series and Estate Collection exclusive series and brand specific details.



Lifetime Limited Warranty—The Select and Premier Series, Elegant Bath Collection, Wellborn Closets and Estate Collection

Wellborn Cabinet, Inc. provides a Lifetime Limited Warranty on the Select and Premier Series, Wellborn Closets, Elegant Bath Collection and Estate Collection to the original consumer purchaser for the lifetime of the product from the Wellborn Dealer's original date of purchase. The lifetime of cabinets is expected to be 10 years. Based on all other warranty terms and conditions being met, warranty claims will be prorated based on the expected lifetime of the product.

Exclusive Lifetime Limited Warranty Drawer Box, Door Hinge & Drawer Suspension System

Wellborn Cabinet, Inc. warrants our solid wood dovetailed drawer box to the original consumer purchaser for the lifetime of the product. Wellborn Cabinet, Inc. also offers an Exclusive Lifetime Limited Warranty to the original consumer purchaser on our Drawer Suspension Systems and Door Hinges. This warranty is expressed by the supplier. Replacement hinges and drawer slides are subject to availability from our supplier. If a claim is filed after a product becomes obsolete, the manufacturer will replace the discontinued product with the product closest to being equivalent to the original. After Wellborn's warranty expires, it is the consumer's responsibility to contact the manufacturer for hinge or slide replacements.

General Warranty Details

These warranties constitute the exclusive remedy against Wellborn Cabinet, Inc. for all cabinetry parts which have been proven to Wellborn Cabinet, Inc.'s satisfaction to be defective in material and/or workmanship under normal residential usage. These warranties are only valid in the United States of America. All of the above named warranties are limited to the first and original buyer and are not transferable to subsequent owners.

Wellborn cabinets are certified by the Kitchen Cabinet Manufacturers Association. All warranties will be void if cabinets or cabinet parts are in any way mishandled, modified, damaged, improperly installed, improperly stored during or prior to installation, or storage situations where loading exceeds the Kitchen Cabinet Manufacturers Association testing and certification standards which are in compliance with American National Standards Institute #A161-2000. Furthermore, this warranty will not apply to cabinets or cabinet parts damaged by abuse, misuse, neglect, acts of God, exposure to moisture, water, extreme temperatures, the effects of normal wear and tear, or installed or utilized in other than normal residential applications. **Cabinets must be installed for 90 days in order to be considered for Warranty.** All accessories and cabinet accessories warranties will be associated with the series in which they are sold.

Claims:

- I. Claims must initially be made through the Wellborn Cabinet, Inc. Dealer.
- II. Proof of purchase is required to obtain benefits from the warranty
- III. If your Dealer is no longer in business, or no longer carries the Wellborn product line, contact Wellborn Cabinet, Inc. at the address below and we will direct you to another Wellborn Dealer.

Wellborn Cabinet, Inc.; Customer Service/Warranty Claims; P.O. Box 1210; Ashland, AL 36251

(SEE CLAIM DETAILS ON FOLLOWING PAGES)

All warranty work must go through the Wellborn Cabinet, Inc. Dealer. Wellborn Cabinet, Inc. is obligated to provide parts to the dealer. Upon inspection, Wellborn Cabinet, Inc., at their discretion, will either replace or repair the defective part. This warranty does not cover costs associated with shipping or transportation of replacements, removal or installation costs, loss of time, use or revenue or other incidental damages, regardless of whether the work was performed by a contractor, service company or consumer. Replacement parts and cabinets may not match your existing cabinetry due to changes in the finish and wood over time.

Proper care can extend the performance and beauty of your cabinetry. Our installation manual, B8758PK10, was written as a guide to the operation, maintenance and installation of our product. If you did not receive your complimentary copy of this booklet, please contact your nearest Wellborn Cabinet, Inc. Dealer. Furniture polishes and waxes should not be used on Wellborn cabinetry.

This warranty became effective January 1, 2016, and covers cabinets ordered on or after January 1, 2016. Cabinets ordered before January 1, 2016, are covered by the warranty in effect at the time of purchase. This warranty gives you specific legal rights. You may also have other rights, which vary from state to state.

Wellborn Cabinet, Inc. provides a Lifetime Limited Warranty on the Select and Premier Series, Wellborn Closets, Elegant Bath Collection and Estate Collection to the original consumer purchaser for the lifetime of the product. The Select Series has a machine sanded finishing process and does not include the detailed hand sanding technique featured in the Premier Series and Estate Collection.



Therefore, Wellborn Cabinet, Inc. does not recommend designs combining these series. Wellborn Cabinet, Inc. does not warrant finish matching between Home Concepts, the Select Series and the Premier Series, Elegant Bath Collection or Estate Collection due to differences in wood characteristics and finishing processes. This warranty does not cover any and all claims hereunder made relating to or arising from finish matching which may exist in cabinets within designs blending or mixing different series, such as designs combining the Home Concepts or Select Series with the Premier Series, Elegant Bath Collection or Estate Collection. We further warrant our solid wood dovetailed drawer box to the original consumer purchaser for the lifetime of the product. We also offer an Exclusive Lifetime Limited Warranty to the original consumer purchaser on our Drawer Suspension Systems and Door Hinges. This warranty is expressed by the supplier. Replacement hinges and drawer slides are subject to availability from our supplier. If a claim is filed after a product becomes obsolete, the manufacturer will replace the discontinued product with the product that is closest to being equivalent to the original. After Wellborn's warranty expires, it is the consumer's responsibility to contact the manufacturer for hinge or slide replacements. These warranties constitute the exclusive remedy against Wellborn Cabinet, Inc. for all cabinetry parts that have been proven to Wellborn Cabinet, Inc.'s satisfaction to be defective in material and/or workmanship under normal residential usage. These warranties are only valid in the United States of America. These warranties are limited to the first and original buyer, and are not transferable to subsequent owners. **The lifetime of cabinets is expected to be 10 years. Based on all other warranty terms and conditions being met, credit for replacement of product for warranty claims will be prorated based on the expected lifetime of the product.**

Inset Cabinetry

There are extreme differences in the design and the installation of inset cabinetry. Due to the cabinet door's inset design into the face frame, many design rules are different than in standard overlay cabinetry including pull dimensions, door opening tolerance for adjacent cabinets, interior accessories, and many more. Installing inset cabinets has extreme differences from standard overlay. For inset cabinetry in the Premier Series, tolerance around doors and drawers will vary. Prior to installation, cabinet should be placed on a level surface, door spacers removed and each door and drawer inspected for proper opening and closing. If there are any issues with operation of the cabinet parts, contact your customer service representative immediately prior to cabinet installation. The door and drawer front opening and closing operation will be voided from warranty if the cabinet has been installed.

Inset cabinets must be carefully installed with proper shimming to avoid racking the cabinet out of square, which causes binding and malfunction. Cabinets must NOT be racked in any way for inset cabinetry. Cabinet doors and drawers should NOT be removed from cabinet during installation.

Vanity Wall Mounts

Because of the design characteristics of the Wall Mounted Vanity, Wellborn recommends installation strictly in accordance with the instructions in the Elegant Bath Collection Specification and Price Catalog and the Installation, Care and Warranty Guide. Failure to strictly follow the installation illustration may result in an unintended separation of the Vanity from the wall and potentially cause injury or damage to property. Any such damage to the Vanity caused by an installation not strictly adhering to the illustration in the above referenced literature is not covered by our warranty.

Dovetailed Drawer Boxes

Wellborn Cabinet, Inc. will send the original consumer purchaser a new Wellborn dovetailed drawer box to replace any defective dovetailed drawer box subject to this warranty. This warranty is for replacement only. Wellborn Cabinet, Inc. specifically does not cover drawers which have been exposed to abuse, misuse or excessive loads. To obtain replacement, remove the drawer from the cabinet and remove the drawer front and hardware from the drawer box. Mail the drawer box and \$15.00 (certified check or money order) for postage and handling to:

Wellborn Cabinet, Inc., P.O. Box 1210; Ashland, AL 36251

How to File A Claim

Please enclose a letter explaining the defect with a copy of your proof of purchase. Give the full name and address of your dealer and original installer. Allow approximately 4-6 weeks for delivery.

All claims for defective products must be submitted in writing on the Wellborn Cabinet, Inc. Warranty Claims Form to the Wellborn Cabinet, Inc. Dealer detailing the specific problem no later than 90 days after the defect has been known. Proof of purchase (an original invoice or a dated sales receipt from a Wellborn Dealer) is required. Warranty claims must be initially made through your Wellborn Cabinet, Inc. Dealer. The Wellborn Cabinet, Inc. Dealer will present the warranty claim to Wellborn Cabinet, Inc. If you need further assistance, please contact:

Wellborn Cabinet, Inc.; Customer Service/Warranty Claims; P.O. Box 1210; Ashland, AL 36251

Upon inspection, Wellborn Cabinet, Inc., at their discretion, will either replace or repair the defective part. This warranty does not cover costs associated with shipping or transportation of replacements, removal or installation costs, loss of time, use or revenue or other incidental damages, regardless of whether the work was performed by a contractor, service company or consumer. Replacement items will be sent at a charge cost to the Dealer and submitted as a credit by a Wellborn Territory Manager. This is a parts-only warranty, and excludes any charges for labor expense or product damage incurred by the installer in connection with the replacement of defective parts or portions thereof. Wellborn Cabinet, Inc. will not be responsible for any product damaged as a result of the purchaser's attempt to repair the product. Wellborn Cabinet, Inc. reserves the right to request products be returned to the factory for determination of warranty requirements before issuing credit. This warranty only covers products supplied by Wellborn Cabinet, Inc.

All woods feature natural characteristics such as grain patterns, texture, and color variations. We do not consider these defects in our product. Read the Product Awareness Statement for a detailed explanation of characteristics that are not considered to be defects of our product.

PRODUCT AWARENESS STATEMENT

The natural characteristics of wood with respect to its color, texture, finishes, grain pattern and wood movement will show distinctive features that may be perceived by some individuals to be product defects. However, these characteristics result from environmental factors beyond manufacturer's control (i.e., humidity changes) and are not considered defects on a Wellborn product and are excluded from Warranty. To gain further understanding of the characteristics of hardwoods, please review the section titled "Characteristics of Natural Wood" in our Installation, Care and Warranty Guide. The following are examples of these natural characteristics:

- All wood finishes will show a change in color of finish and wood over time, including thermofoiled and laminate doors, which may occur when exposed to sunlight, smoke, UV rays, indoor lighting, household or cleaning chemicals, or other environmental conditions. White will develop yellow tones. Some panels, such as veneer, may change at a faster rate than solid wood. Cherry wood ages noticeably faster than other wood species.
- All doors will show separation and peeling in the joints at the door corners. These characteristics are more prevalent in miter door styles than other doors. This is directly related to relative humidity and how it reacts to wood. We recommend humidity control in your home.
- Separation at the face frame or door joint lines can be visible in all stained and painted finishes. These characteristics are more prevalent in darker finishes and painted products.
- Solid wood doors manufactured of quality kiln-dried hardwood are affected by temperature and humidity and will expand or contract depending on the location installed. These conditions are inherent in all wood products and will cause a light line to appear at edges of the center panel normally when winter heating greatly reduces humidity. This can easily be touched up (use a Wellborn Touch up Kit) and is not considered a defect. Excessive humidity will cause expansion of the center panel which will result in shifting of rails and stiles of the door. This can be controlled by regulating humidity.
- Painted Medium Density Fiberboard (MDF) doors display a color variance from the painted maple face frames and mouldings used in the same finish due to the MDF substrate material. This is not considered a defect and is not covered under warranty.
- Any product that is exposed to moisture will show separation at the joints. This natural characteristic is excluded from warranty.
- Undue wetness and heat to the edges of thermofoil and laminate doors will cause delamination over time.
- Doors that are warped must be allowed to hang through one heating cycle, or 180 days, before a no-charge replacement will be considered.
- Some doors may warp slightly after being installed in a new home due to high humidity levels and in older homes due to low humidity levels. The door will usually return to its normal flat position after going through the heating cycle; however, cabinets need to be checked for proper installation and squareness. Cabinets improperly installed can be racked out of square. If cabinets are not properly installed, shimmed, or the floor is unlevel, the cabinet face frame may rack to the contour of the wall resulting in doors that appear off on a flat plane. The door will probably still be flat and not warped or racked. These problems can be greatly reduced with correct installation and humidity control.
- Variations in natural grains and finishes (especially noticeable in natural and light stain colors) are not considered defects.
- Scratches and changes in finish sheen resulting from bumps or abrasions during delivery, installation, and daily usage are not considered defects.

Even though great care and quality control standards exist in the manufacturing of these products, the above characteristics could possibly develop in your cabinetry. We recommend humidity control in your home for all products to reduce the possibility of wood movement and shrinkage.

CAUTION: During the cleaning cycle of self-cleaning appliances, we recommend that you remove the doors and drawers of all cabinets adjacent to and above the oven. The cleaning cycle generates heat that could affect the finish and surface of the cabinets. We recommend a Delamination Shield (Item Code: DS) be placed between freestanding base ovens and adjacent base cabinet during cabinet installation. Wellborn Cabinet, Inc. is not responsible for any product defect that results from not following these procedures.

General Product Information

Wood based materials must be protected against both high and low humidity extremes as well as direct moisture since the wood used in them retains its hygroscopic properties despite the fact that it has been processed.

Wellborn Cabinet, Inc. reserves the right to continuous product refinement. Specification changes in design and materials may be introduced, as conditions require, without obligation to make changes to products previously manufactured. If a claim is filed after a product becomes obsolete, Wellborn Cabinet, Inc. reserves the right to honor the warranty by replacing the discontinued product with the current product that is closest to being equivalent to the original product. This replacement product may not perfectly match the original. On all product enhancements, the old style will no longer be available as of the effective date of the change. Discontinued door styles and finishes will be available for replacement for 6 months from discontinuation date; however, lead times will vary. Production will be run once per quarter. The warranty on any replacement product will extend for the balance of the original warranty.

Any wall cabinets greater than 36" wide are not recommended as stand alone cabinets without additional reinforcements above and beyond Wellborn's installation manual guidelines. We also recommend that any stand alone cabinet, regardless of width, be

reinforced with angle brackets to help support the weight of accessories that is added to cabinet interior. Wellborn Cabinet Inc. meets or exceeds KCMA weight requirements. Wellborn Cabinet, Inc. will not warranty any cabinets that fall as a result of standing alone. It is the dealer's responsibility to design cabinetry that are not single displays on a wall. Dealer will be obligated to pay the cost of damages if dealer designs with single cabinets.

Door styles that have wide shaker stiles have a stronger tendency to warp.

Character Characteristics

Character maple and character cherry have very different characteristics than standard hard maple, cherry and other woods, giving it an overall distinctive rustic appearance. Because these wood types are unique, it is important to understand the qualities of character maple and character cherry.

Character Cherry

Character cherry has very different characteristics than standard cherry and other woods, giving it an overall distinctive rustic appearance. Its characteristics are brought out by randomly occurring, variously sized knots, worm holes and tracks, gum pockets and streaks, mineral stains and streaks, burls, blemishes, sapwood, and non-structural splits. The amount of character marks will vary from each piece of wood, making each cabinet unique. Character cherry will include wood color differences that can range from pink to dark brown with a flowing grain pattern. While knots in character cherry are more rare than in character maple, it is possible to find open and closed knots with some knots possibly located in the center panel of door and drawer panels. Cluster knots could also be a feature.

Character Maple

Character maple has very different characteristics than standard hard maple and other woods, giving it an overall distinctive rustic appearance. Its characteristics are brought out by randomly occurring, variously sized knots, pin holes, worm holes and tracks, gum and bark pockets, sugar tracks, heartwood and mineral streaks. The amount of character marks will vary from each piece of wood, making each cabinet unique. Character maple will include wood color differences caused by variations found in minerals in the soil. It will be common to find open knots and bark pockets. Some knots may have small holes through the center panel. Character features include knots that may be located in the center panel of the door and drawer panels.

Knots

Open knots located in the center panel of the door and drawer panels are acceptable, though they must be structurally sound. An entire knot can be as large as 2½" in diameter. Visible openings in knots clear through must not exceed ½". Cluster knots could also be a feature. Some knot locations may affect hardware placement.

Other parts of the cabinet like door stiles, rails, and mouldings will not include knots but may show Character Cherry's and Character Maple's other natural features. Door styles with wide shaker stiles and rails are the only exception to this and will have some knots located in the stiles and rails of the door.

Appearance

Door parts are chosen at random; therefore, the appearance of each individual door widely varies from a great amount of character to relatively clear Maple/Cherry. It will be uncommon to find all characteristic marks on any single piece of cabinetry. The natural characteristics of Character Maple and Character Cherry, including variations in grain patterns and color, are not considered reasons for product replacement and are not covered under the Warranty Program. We recommend viewing a door sample prior to ordering. For Character Maple and Character Cherry end panels, use Matching Wall and Base End Panels.

Dark stains and paints will hide the majority of character features. Large open knots and some splits, if present, may still be partially visible. Character features are more noticeable on Natural or lighter toned finishes. Dark stain on cherry will accentuate the character in the wood.

Finishes

Paints

Many Wellborn Cabinet, Inc. products have paint applied to the face frames, doors, drawer fronts, and end panels. All thermofoil and laminate cabinets have painted face frames. Color will vary from thermofoil and laminate doors. Painted face frames and other painted products will eventually have visible cracking around the joint areas. These variations are considered the natural characteristics of the material in relation to their environment and are not covered under these warranties.

Painted Medium Density Fiberboard (MDF) doors display a color variance from the painted maple face frames used in the same finish due to the MDF substrate material. This is not considered a defect and is not covered under warranty.

Glazing

Many of Wellborn's finishes receive a glazing finish process. This process purposely creates an uneven, inconsistent look of light to dark tones in the corners, deep grooves, and wood grains. This is not considered a product defect and has no warranty.

On Oak

Oak is an open grain wood and, therefore, the glaze techniques will hang up in all open grain areas of the door, which will appear as "ticking" and "bleed out". These features are acceptable with specialty finishes on oak and are not considered defects. Therefore, these features are not covered under these warranties.

On Soft Edges

Certain finishes on soft-edged door styles may show a slight line between the door panel and wood edge. This is not considered a product defect and has no warranty.

On Bead Board

Door styles with bead board grooves retain more stain in all finishes, resulting in a darker color in the grooves. This is not considered a product defect and has no warranty.

Self-Applied Finishes

Wellborn Cabinet, Inc. makes no warranty on self-applied finishes. Any self-applied finishes to any Wellborn Cabinet, Inc. products are not covered under warranty.

Techniques

Wellborn uses certain techniques to achieve design features of cabinetry. The results of these techniques are intentional and are not considered to be defects on a Wellborn product. Wellborn Cabinet, Inc. makes no warranty on the design features created by these techniques. The following are examples of these techniques.

Burnishing

A technique where the profile edges have been brushed with a dark glaze to create an antiqued effect.

Carved Edges

A technique where small areas of the wood surface are chiseled out on door edges and corners to create a high level of worn look.

Dry Brush Glaze

A technique applying a very dark stain to imitate distressing on the surface of the wood.

Medium Dents

A physical technique of randomly striking the wood surface with a tool to create indentations that mimic the look of aged wood. Medium Dents are larger than Worm Holes and will collect a glaze in varying amounts that range from being highly visible to unnoticeable from the finish when applied.

Rasping

A physical technique using a metal rasp to run over the edges and raised details to mimic severe wear.

Rub Thru

A sanding technique used to randomly expose an undercoat of natural wood tone on corners and edges.

Small Dents

A physical technique of randomly striking the wood surface with a tool to create indentations that mimic the look of aged wood. Small Dents are larger than Worm Holes and will collect a glaze in varying amounts that range from being highly visible to unnoticeable from the finish when applied.

Spatter

A technique where a transparent color is flicked across the surface, producing inconsistent spatter on the painted surface.

Worm Holes

A physical technique of randomly placing small round holes that mimic the look of insect penetration which occurs naturally in trees and harvested wood. Worm Holes are smaller than Small Dents and will collect a glaze in varying amounts that range from being highly visible to unnoticeable from the finish when applied.

Finish Techniques

Finish Techniques will not match at cuts or corners created during installation. This variance is what creates the individual uniqueness of each cabinet and is not considered a reason for product replacement. For detailed information regarding the availability of finish techniques, see the specification catalog.

Antique

The Antique Technique is created by using various techniques which include burnishing, rub through, small dents, and worm holes. Each piece will vary in the amount of sanding and techniques applied. Due to the random placement of these techniques, every door will be unique and no two doors will be identical; therefore, the effects will vary within individual doors and throughout the entire room. These features are acceptable for the Antique Technique and are not considered defects. Therefore, these features are not covered under warranty.

Carriage

The Carriage Technique is created by using various techniques which include rub through, small dents, and worm holes. Each piece will vary in the amount of sanding and techniques applied. Due to the random placement of these techniques, every door

will be unique and no two doors will be identical; therefore, the effects will vary within individual doors and throughout the entire room. These features are acceptable for the Carriage Technique and are not considered defects. Therefore, these features are not covered under warranty.

Cottage

The Cottage Technique is created by using the spatter technique. Each piece will vary in the amount of spattering. Due to the random placement of this technique, every door will be unique and no two doors will be identical; therefore, the effects will vary within individual doors and throughout the entire room. These features are acceptable for the Cottage Technique and are not considered defects. Therefore, these features are not covered under warranty.

Heirloom

The Heirloom Technique is created by using various techniques which include burnishing, small dents, and worm holes. Each piece will vary in the amount of distressing and techniques applied. Due to the random placement of these techniques, every door will be unique and no two doors will be identical; therefore, the effects will vary within individual doors and throughout the entire room. These features are acceptable for the Heirloom Technique and are not considered defects. Therefore, these features are not covered under warranty.

Olde World

The Olde World Technique is created by using various techniques which include burnishing, carved edges, dry brush glaze, rasping, rub through, small to medium dents, and worm holes. Each piece will vary in the amount of sanding and techniques applied. Due to the random placement of these techniques, every door will be unique and no two doors will be identical; therefore, the effects will vary within individual doors and throughout the entire room. These features are acceptable for the Olde World Technique and are not considered defects. Therefore, these features are not covered under warranty.

SeaSide

The SeaSide Technique is created by using various techniques which include burnishing and dry brush glaze. Each piece will vary in the amount of sanding and techniques applied. Due to the random placement of these techniques, every door will be unique and no two doors will be identical; therefore, the effects will vary within individual doors and throughout the entire room. These features are acceptable for the SeaSide Technique and are not considered defects. Therefore, these features are not covered under warranty.

Vintage

The Vintage Technique is created by using the rub through technique. Each piece will vary in the amount of sanding. Due to the random placement of this technique, every door will be unique and no two doors will be identical; therefore, the effects will vary within individual doors and throughout the entire room. These features are acceptable for the Vintage Technique and are not considered defects. Therefore, these features are not covered under warranty.

Brush Finish

The Brush Finish Technique is created by applying a glaze with a subtle hand-brush stroke to the painted opaque base color. The brush stroke overlays the paint, providing a depth to the finish not seen with standard glazing. All glazing is inconsistent, thus providing a uniqueness to each part and piece it is applied to. Due to the unique nature of the Brush Finish Technique, Wellborn Cabinet, Inc. does not guarantee that any two jobs or any two doors will look exactly alike. This variability should be explained so customers understand their room will vary in the overall color tone, the amount of wiping, patterns and the amount of hang up and coverage from a showroom display or door sample. This technique should only be selected after viewing a Sample Front Kit (SFK) in the door style, species and color the customer will be ordering. Variances in this finish process are common and will not be considered a reason for product replacement or warranty.

ColorInspire

ColorInspire is a program that allows customers to choose that just right color from thousands of choices in any of the Benjamin Moore, Sherwin Williams or Valspar color decks. ColorInspire utilizes a catalyzed conversion finish that is oven-cured, creating a tough, baked-on long lasting finish. The sheen level will be the standard low sheen level used on the current paint program. Depending on the door material chosen, some of the wood grain may show through the paint. The appearance of color is affected by natural wood variation, graining, lighting, profiles, and edge shapes. Therefore, ColorInspire samples approximate the actual paint color and will not be an exact match to the paint manufacturer's paper color deck. There will also be a slight difference between the ColorInspire sample and the cabinet order.

Unfinished Products

The Unfinished option is available for all door styles in the Premier Series and Estate Collection except MDF and thermofoil door styles. Cabinet doors, drawer fronts and face frames will be unfinished. All open cabinets, like bookcases, will have an unfinished interior. This product is sanded at the factory; however, it should be sanded prior to field applying a finish to remove any residue that may be on the surface. Unfinished cabinets lack the protection of a finish coat and are more susceptible to damage from variations in temperature and humidity and, therefore, are not covered under warranty. The Unfinished option on any cabinet voids the warranty.

Wellborn Cabinet, Inc. does not warranty any unfinished wood hoods once they are altered.

General Information

It is the nature of solid wood to vary somewhat in color and grain characteristics. Sample products may not precisely reflect the natural grain and color found in Wellborn cabinets. Exposure to sunlight, smoke, household chemicals and other environmental conditions will affect the color of the finish through time. Every wood species exhibits additional characteristics with age such as darkening of grain, pinholes and sap runs. Because of these influences, finish samples should not be used to represent the product beyond 12 months from date of manufacture. It is the Wellborn Dealer's responsibility to keep samples and showrooms current and to make sure their showroom is reflective of Wellborn finishes and door styles. It is the Wellborn Dealer's responsibility to check that samples are marked correctly for accuracy of color and door profile before releasing for presentation.

This is the exclusive warranty of Wellborn Cabinet, Inc. and is in lieu of all other warranties. Except as set forth herein, Wellborn Cabinet, Inc. makes no other warranties, expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, with respect to the product. Furthermore, incidental or consequential damages resulting from the failure of this product are expressly excluded as remedies. Wellborn neither assumes nor authorizes any other person to assume for it any other liabilities in connection with the sale of its products except in the case of expressed warranties which may be issued in writing from time to time with respect to particular products. Except where a different expressed written warranty has been issued with respect to particular products, no warranty, expressed or implied, is intended to be provided by Wellborn to any person or persons other than the original consumer purchaser. Some states do not allow limitations on how long an implied warranty lasts or limitations or exclusions of incidental or consequential damages. Therefore, the above limitations and exclusions may not apply to you.

This warranty became effective January 1, 2016, and covers cabinets ordered on or after January 1, 2016. Cabinets ordered before January 1, 2016, are covered by the warranty in effect at the time of purchase. This warranty does not include The Home Concepts brand by Wellborn Cabinet, Inc. The Home Concepts brand by Wellborn Cabinet, Inc. possesses its own warranty.

Penalty Clause Contracts: Wellborn Cabinet, Inc. will assume no liability whatsoever in any penalty clause contracts even if it appears that we are at fault in triggering such a penalty. All liability will be borne by the Dealer who chooses to be committed.

Wellborn Dealers are responsible for reviewing all warranties and disclaimers with their consumer purchasers. Wellborn Dealer responsibilities include management of warranty claims from the consumer purchaser. Wellborn Cabinet, Inc. advises the Wellborn Dealer to require the consumer purchaser to sign the Statement of Understanding below but has no liability should the Dealer fail to do so.

Wellborn Customer/Dealer—Any individual or business that buys Wellborn products directly from Wellborn Cabinet, Inc.

Consumer Purchaser—One who purchases Wellborn products from a Wellborn Customer/Dealer.

STATEMENT OF UNDERSTANDING

Being the consumer purchaser of the cabinetry discussed by the warranty above, I understand
the Product Awareness Statements and Disclaimers as called out in this document.

CONSUMER PURCHASER SIGNATURE

DATE

WELLBORN CABINET, INC. DEALER SIGNATURE

DATE



Home Concepts™

By **WELLBORN**
CABINET, INC.

One-Year Limited Warranty

The Home Concepts brand by Wellborn Cabinet, Inc. provides a One-Year Limited Warranty to the original consumer purchaser for one year from Home Concepts Dealer's original date of purchase on our cabinetry parts.

Exclusive Lifetime Limited Warranty Door Hinge & Drawer Suspension System

The Home Concepts brand by Wellborn Cabinet, Inc. also offers an Exclusive Lifetime Limited Warranty to the original consumer purchaser on our Drawer Suspension Systems and Door Hinges. This warranty is expressed by the supplier. Replacement hinges and drawer slides are subject to availability from our supplier. If a claim is filed after a product becomes obsolete, the manufacturer will replace the discontinued product with the product that is closest to being equivalent to the original. After Wellborn Cabinet, Inc.'s warranty expires, it is the consumer purchaser's responsibility to contact the manufacturer for hinge and slide replacement.

General Warranty Details

These warranties constitute the exclusive remedy against Wellborn Cabinet, Inc. for all cabinetry parts which have been proven to Wellborn Cabinet, Inc.'s satisfaction to be defective in material and/or workmanship under normal residential usage. These warranties are only valid in the United States of America. All of the above named warranties are limited to the first and original buyer, and are not transferable to subsequent owners.

Home Concepts Cabinets are certified by the Kitchen Cabinet Manufacturers Association. All warranties will be void if cabinets or cabinet parts are in any way mishandled, modified, damaged, improperly installed, improperly stored during or prior to installation, or storage situations where loading exceeds the Kitchen Cabinet Manufacturers Association testing and certification standards which are in compliance with American National Standards Institute #A161-2000. Furthermore, this warranty will not apply to cabinets or cabinet parts damaged by abuse, misuse, neglect, acts of God, exposure to moisture, water or extreme temperatures, the effects of normal wear and tear, or installed or utilized in other than normal residential applications. **Cabinets must be installed for 90 days in order to be considered for Warranty.**

Claims:

- I. Claims must initially be made through the Home Concepts Dealer.
- II. Proof of purchase is required to obtain benefits from the warranty.
- III. If your Home Concepts Dealer is no longer in business, or no longer carries the Home Concepts product line, contact Wellborn Cabinet, Inc. at the address below and we will direct you to another Home Concepts Dealer.
Wellborn Cabinet, Inc.; Customer Service/Warranty Claims; P.O. Box 1210; Ashland, AL 36251

(SEE CLAIM DETAILS ON FOLLOWING PAGES)

All warranty work must go through the Home Concepts Dealer. Wellborn Cabinet, Inc. is obligated to provide parts to the dealer. Upon inspection, Wellborn Cabinet, Inc. at their discretion, will either replace or repair the defective part. This warranty does not cover costs associated with shipping or transportation of replacements, removal or installation costs, loss of time, use or revenue or other incidental damages, regardless of whether the work was performed by a contractor, service company or consumer. Replacement parts and cabinets may not match your existing cabinetry due to changes in the finish and wood over time.

Proper care can extend the performance and beauty of your cabinetry. Our installation manual, B8758PK10, was written as a guide to the operation, maintenance and installation of our product. If you did not receive your complimentary copy of this booklet, please contact your nearest Home Concepts Dealer. Furniture polishes and waxes should not be used on Home Concepts cabinetry.

This warranty became effective January 1, 2016, and covers cabinets ordered on or after January 1, 2016. Cabinets ordered before January 1, 2016, are covered by the warranty in effect at time of purchase. This warranty gives you specific legal rights. You may also have other rights, which vary from state to state.

Wellborn Cabinet, Inc. provides a One Year Limited Warranty to the original consumer purchaser for one year from the Home Concepts Dealer's original date of purchase on our cabinetry parts. Home Concepts and the Select Series have a machine sanded finishing process and does not include the detailed hand sanding technique featured in the Premier Series. Therefore, Wellborn Cabinet, Inc. does not recommend designs combining these series. Wellborn Cabinet, Inc. does not warrant finish matching between the Home Concepts or Select Series and the Premier Series, Elegant Bath Collection or Estate Collection due to differences in wood characteristics and finishing processes. This warranty does not cover any and all claims hereunder made relating to or arising from finish matching which may exist in cabinets within designs blending or mixing different series, such as designs combining the Home Concepts or Select Series with the Premier Series, Elegant

Bath Collection or Estate Collection. We also offer an Exclusive Lifetime Limited Warranty to the original consumer purchaser on our Drawer Suspension Systems and Door Hinges. This warranty is expressed by the supplier. Replacement hinges and drawer slides are subject to availability from our supplier. If a claim is filed after a product becomes obsolete, the manufacturer will replace the discontinued product with the product that is closest to being equivalent to the original. After Wellborn's warranty expires, it is the consumer purchaser's responsibility to contact the manufacturer for hinge and slide replacements. These warranties are the exclusive remedy against Wellborn Cabinet, Inc. for all cabinetry parts which have been proven to Wellborn Cabinet, Inc.'s satisfaction to be defective in material and/or workmanship under normal residential usage. These warranties are only valid in the United States of America. These warranties are limited to the first and original buyer, and are not transferable to subsequent owners.

How To File A Claim

All claims for defective products must be submitted in writing to the Home Concepts Dealer detailing the specific problem no later than 90 days after the defect has been known. Proof of purchase (an original invoice or a dated sales receipt from a Home Concepts Dealer) is required. Warranty Claims must be initially made through your Home Concepts Dealer. The Home Concepts Dealer will present the warranty claim to Wellborn Cabinet, Inc. If you need further assistance, please contact:

Wellborn Cabinet, Inc.; Customer Service/Warranty Claims; P.O. Box 1210; Ashland, AL 36251

Upon inspection, Wellborn Cabinet, Inc., at their discretion, will either replace or repair the defective part. This warranty does not cover costs associated with shipping or transportation of replacements, removal or installation costs, loss of time, use or revenue or other incidental damages, regardless of whether the work was performed by a contractor, service company or consumer. Replacement items will be sent at a charge cost to the Dealer and submitted as a credit by a Home Concepts Territory Manager. This is a parts-only warranty, and excludes any charges for labor expense or product damage incurred by the installer in connection with the replacement of defective parts or portions thereof. Wellborn Cabinet, Inc. will not be responsible for any product damaged as a result of the purchaser's attempt to repair the product. Wellborn Cabinet, Inc. reserves the right to request products be returned to the factory for determination of warranty requirements before issuing credit. This warranty only covers products supplied by Wellborn Cabinet, Inc.

All woods feature natural characteristics such as grain patterns, texture, and color variations. We do not consider these defects in our product. Read the Product Awareness Statement for a detailed explanation of characteristics that are not considered to be defects of our product.

PRODUCT AWARENESS STATEMENT

The natural characteristics of wood with respect to its color, texture, finishes, grain pattern and wood movement will show distinctive features that may be perceived by some individuals to be product defects. However, these characteristics result from environmental factors beyond manufacturer's control (i.e., humidity changes) and are not considered defects on a Home Concepts product and are excluded from Warranty. To gain further understanding of the characteristics of hardwood, please refer to the section titled "Characteristics of Natural Wood" in our Installation, Care and Warranty Guide. The following are examples of these natural characteristics:

- All wood finishes will show a change in color of finish and wood over time, including thermofoiled and laminate doors, which may occur when exposed to sunlight, smoke, UV rays, indoor lighting, household or cleaning chemicals, or other environmental conditions. White will develop yellow tones. Some panels, such as veneer, may change at a faster rate than solid wood.
- All doors will show separation and peeling in the joints at the door corners. This is directly related to relative humidity and how it reacts to wood. We recommend humidity control in your home.
- Separation at the face frame or door joint lines can be visible in all painted and stained finishes. These characteristics are more prevalent in darker finishes and painted products.
- Solid wood doors manufactured of quality kiln-dried hardwood are affected by temperature and humidity and will expand or contract depending on the location installed. These conditions are inherent in all wood products and will cause a light line to appear at edges of the center panel normally when winter heating greatly reduces humidity. This can easily be touched up (use a Home Concepts Touchup Kit) and is not considered a defect. Excessive humidity will cause expansion of the center panel which will result in shifting of rails and stiles of the door. This can be controlled by regulating humidity.
- Painted Medium Density Fiberboard (MDF) doors display a color variance from the painted maple face frames and mouldings used in the same finish due to the MDF substrate material. This is not considered a defect and is not covered under warranty.
- Any product that is exposed to moisture will show separation at the joints. This natural characteristic is excluded from warranty.
- Undue wetness and heat to the edges of thermofoil and laminate doors will cause delamination over time.
- Doors that are warped must be allowed to hang through one heating cycle, or 180 days, before a no-charge replacement will be considered.
- Some doors may warp slightly after being installed in a new home due to high humidity levels and in older homes due to low humidity levels. The door will usually return to its normal flat position after going through the heating cycle; however, cabinets need to be checked for proper installation and squareness. Cabinets improperly installed can be racked out of square. If cabinets are not properly installed, shimmed, or the floor is unlevel, the cabinet face frame may rack to the contour of the wall resulting in doors that appear off on a flat plane. The door will probably still be flat and not warped or racked. These problems can be greatly reduced with correct installation and humidity control.

- Variations in natural grains and finishes (especially noticeable in natural and light stain colors) are not considered defects.
- Scratches and changes in finish sheen resulting from bumps or abrasions during delivery, installation, and daily usage are not considered defects.

Even though great care and quality control standards exist in the manufacturing of these products, the above characteristics could possibly develop in your cabinetry. We recommend humidity control in your home for all products to reduce the possibility of wood movement and shrinkage.

CAUTION: During the cleaning cycle of self-cleaning appliances, we recommend that you remove the doors and drawers of all cabinets adjacent to and above the oven. The cleaning cycle generates heat that could affect the finish and surface of the cabinets. We recommend a Delamination Shield (Item Code: DS) be placed between free standing base ovens and adjacent base cabinets during cabinet installation. Wellborn Cabinet, Inc. is not responsible for any product defect that results from not following these procedures.

General Product Information

Wood base materials must be protected against both high and low humidity extremes as well as direct moisture since the wood used in them retains its hygroscopic properties despite the fact that it has been processed.

The Home Concepts brand by Wellborn Cabinet, Inc. reserves the right to continuous product refinement. Specification changes in design and materials may be introduced, as conditions require, without obligation to make changes to products previously manufactured. If a claim is filed after a product becomes obsolete, Wellborn Cabinet, Inc. reserves the right to honor the warranty by replacing the discontinued product with the current product that is closest to being equivalent to the original product. This replacement product may not perfectly match the original. On all product enhancements, the old style will no longer be available as of the effective date of change. Discontinued door styles and finishes will be available for replacement for six months from discontinuation date; however, lead times will vary. Production will be run once per quarter. The warranty on any replacement product will extend for the balance of the original warranty.

Any wall cabinets greater than 36" wide are not recommended as stand alone cabinets without additional reinforcements above and beyond Home Concepts' installation manual guidelines. We also recommend that any stand alone cabinet, regardless of width, be reinforced with angle brackets to help support the weight of accessories that is added to cabinet interior. Wellborn Cabinet, Inc. will not warranty any cabinets that fail as a result of standing alone. If Home Concepts Dealer does not use the Home Concepts installation screws provided, dealer will be responsible for 100% cost to consumer purchaser.

Finishes

Paints

Many Wellborn Cabinet, Inc. products have paint applied to the face frames, doors, drawer fronts, and end panels. All thermofoil and laminate cabinets have painted face frames. Color will vary from thermofoil and laminate doors. Painted face frames and other painted products will eventually have visible cracking around the joint areas. These variations are considered the natural characteristics of the material in relation to their environment and are not covered under these warranties.

Painted Medium Density Fiberboard (MDF) doors display a color variance from the painted maple face frames used in the same finish due to the MDF substrate material. This is not considered a defect and is not covered under warranty.

Self-Applied Finishes

Wellborn Cabinet, Inc. makes no warranty on self-applied finishes. Any self-applied finishes to any Wellborn Cabinet, Inc. products are not covered under warranty.

General Information

It is the nature of wood to vary somewhat in color and grain characteristics. Sample products may not precisely reflect the natural grain and color found in Home Concepts cabinets. Exposure to sunlight, smoke, household chemicals and other environmental conditions will affect the color of the finish through time. Every wood species exhibits additional characteristics with age such as darkening of grain, pin holes and sap runs. Because of these influences, finish samples should not be used to represent the product beyond 12 months from date of manufacture. It is the Home Concepts Dealer's responsibility to keep samples current. It is the Home Concepts Dealer's responsibility to check that samples are marked correctly for accuracy of color and door profile before releasing for presentation.

This is the exclusive warranty of The Home Concepts brand by Wellborn Cabinet, Inc. and is in lieu of all other warranties. Except as set forth herein, Wellborn Cabinet, Inc. makes no other warranties, expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, with respect to the product. Furthermore, incidental or consequential damages resulting from the failure of this product are expressly excluded as remedies. Wellborn Cabinet, Inc. neither assumes nor authorizes any other person to assume for it any other liabilities in connection with the sale of its products except in the case of expressed warranties which may be issued in writing from time to time with respect to particular products. Except where a different expressed written warranty has been issued with respect to particular products, no warranty, expressed or implied, is intended to be provided by Wellborn Cabinet, Inc. to any person or persons other than the original consumer purchaser. Some states do not allow limitations on how long an implied warranty lasts or limitations or exclusions of incidental or consequential damages. Therefore, the above limitations and exclusions may not apply to you.

This warranty became effective January 1, 2016, and covers cabinets ordered on or after January 1, 2016. Cabinets ordered before January 1, 2016, are covered by the warranty in effect at time of purchase.

Penalty Clause Contracts: Wellborn Cabinet, Inc. will assume no liability whatsoever in any penalty clause contracts even if it appears that we are at fault in triggering such a penalty. All liability will be borne by the Dealer who chooses to be committed.

Home Concepts Dealers are responsible for reviewing all warranties and disclaimers with their consumer purchasers. Home Concepts Dealer responsibilities include management of warranty claims from the consumer purchaser. Wellborn Cabinet, Inc. advises the Home Concepts Dealer to require the consumer purchaser to sign the Statement of Understanding below, but has no liability should the Dealer fail to do so.

Home Concepts Customer/Dealer: Any individual or business that buys Home Concepts products directly from Wellborn Cabinet, Inc.

Consumer Purchaser: One who purchases Home Concepts products from a Home Concepts Customer/Dealer.

STATEMENT OF UNDERSTANDING

Being the consumer purchaser of the cabinetry discussed by the warranty above, I understand the Product Awareness Statements and Disclaimers as called out in this document.

CONSUMER PURCHASER SIGNATURE

DATE

HOME CONCEPTS DEALER SIGNATURE

DATE

CARING FOR YOUR WELLBORN CABINETRY

Wellborn Cabinet, Inc. knows just how proud you are of your new cabinetry. With a little effort and a few precautions, you can keep your cabinetry looking as good as new for many years.

- Always** remove the doors and drawers of all cabinets adjacent to and above the oven during the cleaning cycle of self-cleaning appliances. The cleaning cycle generates heat that could affect the finish and surface of the cabinets. We recommend a Delamination Shield (Item Code: DS) be placed between freestanding oven and adjacent base cabinets.
- Always** clean up spills and any standing water, such as condensation from a glass or bowl, immediately. Pay special attention to the areas around your sink, range, dishwasher, toe spaces and baseboards. Use a blotting action rather than a wiping action.
- Always** apply cleaning products directly to the clean cloth you are using. Never apply directly to the surface of the area that you are cleaning.
- Always** lift objects—do not drag across the surface.
- Always** avoid extremes in room humidity. Too high or too low humidity can cause the wood to warp or the glue used in applying veneers to loosen.
- Always** avoid extreme changes in room temperature.
- Always** rotate accessories on furniture periodically so they do not sit in the same spot all the time.
- Always** use pads, cloth or felt to protect surfaces from plastics, rubber, hot dishes, beverages, bookends, flowerpots and vases.
- Always** use protective pads when writing with a ballpoint pen.
- Always** make minor repairs while they are still small.
- Always** treat your cabinetry as if it were furniture. The cabinets are constructed with the same grade wood as your furniture. They require the same care in order to reward you with long lasting beauty.

- Never** apply a damp cloth to your cabinetry.
- Never** apply excessive weight or pull down excessively on doors as this may cause them to split at the hinge area and sag.
- Never** place more than 75 pounds of weight into any drawer as this may cause the bottom to sag or the drawer slides to work improperly. Also, the weight of what is stored in each drawer should be evenly distributed for the best durability.
- Never** use a drawer as a step as this may cause the bottom of the drawer to sag or the slides to warp.
- Never** use wax polishes on the surfaces of your cabinets as this may cause the finish to soften or a build-up of film that may pick up dirt, smoke or other pollutants in the air. This film may then start to smudge or streak.
- Never** use silicone polishes on the surface of your cabinets as this raises the sheen of your cabinetry beyond that intended by Wellborn. It can seep into the finish and is very difficult to remove.
- Never** use petroleum distilled polishes on the surface of your cabinetry as they are often flammable and toxic, and they are seldom ever completely removed.
- Never** use water on your cabinetry.
- Never** use ammonia on your cabinetry.
- Never** use an abrasive cleaner or an abrasive cloth on any painted surface as this will scratch, scar and dull the finish permanently.
- Never** use concentrated detergents on your cabinetry. Harsh detergents, strong soap and self-polishing waxes could have a damaging effect on the finished surface.
- Never** leave damp or wet cloths draped over cabinet doors. This moisture can cause permanent water damage to the area over time.
- Never** wipe your cabinetry with a used dishcloth since it could contain traces of grease or detergents.
- Never** place plastic or rubber objects on a wood finish—their ingredients react with those of the finish.
- Never** place furniture in direct sunlight. Prolonged exposure to direct sunlight may cause a change in color.
- Never** attempt to repair badly damaged surfaces without the proper materials or professional help. Consult your local Authorized Wellborn Dealer for badly damaged furniture.
- Never** let water run off sink to countertops and sink cabinetry.
- Never** expose the back edges of thermofoil cabinetry to excessive moisture. Over time, prolonged wetness can result in delamination.



2016

Dear Valued Customer:

Under OSHA's Hazard Communication Standard 29 CFR 1910.1200, manufacturers of wood products which may be processed in a manner that would create wood dust are required to provide Material Safety Data Sheets and warning labels for their products. OSHA has concluded that warning labels and MSDS are appropriate for wood processed to create wood dust because of the health hazards that respiration of excess levels of such dust could cause.

Since many of our products may be cut, sanded or otherwise processed in a manner which would create wood dust, we have enclosed the required MSDS and warning labels. Please place the labels on all wood dust containers in areas where wood dust is stored. Likewise, please provide or post copies of the MSDS where exposed workers may review it.

Thank you for your cooperation with this OSHA requirement. If you have any questions, or you need additional information, please contact me at (256) 354-7151, extension 2488.

Sincerely,

Ben Endress
Safety Manager
Wellborn Cabinet, Inc.

MATERIAL SAFETY DATA SHEET

IDENTITY—TRADE NAME

WOOD DUST

DESCRIPTION

Particles generated by any manual or mechanical cutting or abrasion process performed on wood.

Wellborn Cabinet, Inc.
38669 Highway 77
P.O. Box 1210
Ashland, AL 36251

Emergency Telephone No: 1-800-424-9300 (Chemtrec)
Telephone No. for Information: 256-354-7151, extension 2344

Date Prepared: January 1, 2016

PHYSICAL DATA

Boiling Point	Not Applicable
Specific Gravity	Variable (Dependent on Wood Species and MC)
Vapor Density	Not Applicable
% Volatile by Vol.	Not Applicable
Melting Point	Not Applicable
Vapor Pressure	Not Applicable
Solubility in Water (% By Wt.)	Insoluble
Evaporation Rate (Butyl Acetate=1)	Not Applicable
pH	Not Applicable
Appearance and Odor	Light to dark colored granular solid. Color and odor are dependent on the wood species and time since dust was generated.

FIRE AND EXPLOSION DATA

Flash Point	Not Applicable
Autoignition Temperature	Variable (typically 400-500° F)
Explosive Limits in Air	40 grams/cm (LEL)
Extinguishing Media	Water, CO ₂ , Sand
Special Fire Fighting Procedures	Use water to wet down wood dust to reduce the likelihood of ignition or dispersion of dust into the air. Remove burned or wet dust to open area after fire is extinguished. Unusual Fire and Explosion Hazard Wood dust is a strong to severe explosion hazard if a dust "cloud" contacts an ignition source.

HEALTH EFFECTS INFORMATION

Exposure Limit	ACGIH TLV®: TWA-5.0 mg/m ³ STEL (15 min.)—10 mg/m ³ (Softwood) TWA—1.0 mg/m ³ (Certain hardwoods)
See footnote concerning OSHA PELs for wood dust	OSHA PEL TWA-5.0 mg/m ³ STEL (15 min.)—10 mg/m ³ (All soft and hardwoods, except Western Red Cedar) Western Red Cedar: TWA-2.5 mg/m ³

(SEE NEXT PAGE)

MATERIAL SAFETY DATA SHEET (continued)

Inhalation May cause nasal dryness, irritation and obstruction. Coughing, wheezing, sneezing, sinusitis and prolonged colds have also been reported.

Chronic Effects Wood dust, depending on species, may cause dermatitis on prolonged, repetitive contact and may cause respiratory sensitization and/or irritation. Prolonged exposure to wood dust has been reported by some observers to be associated with nasal cancer.

REACTIVITY DATA

Conditions Contributing to Incompatibility Stable under normal conditions. Avoid contact with oxidizing agents and drying oils. Avoid open flame. Product may ignite at temperatures in excess of 400°F.

Hazardous Decomposition Products Thermal oxidative degradation of wood produces irritating and toxic fumes and gases, including CO, aldehyde and organic acids.

Conditions contributing to Polymerization Not applicable

PRECAUTIONS AND SAFE HANDLING

Avoid eye contact.
Avoid repeated or prolonged contact with skin.
Careful bathing and clean clothes are indicated after exposure.
Avoid prolonged or repeated breathing of wood dust in the air.
Avoid contact with oxidizing agents and drying oils.
Avoid open flame.

GENERALLY APPLICABLE CONTROL MEASURES

Ventilation: Provide adequate general and local exhaust ventilation to maintain healthful working conditions.
Wear goggles or safety glasses. Other protective equipment such as gloves and approved dust respirators may be needed depending upon dust conditions.

EMERGENCY AND FIRST AID PROCEDURES

Eyes	Flush with water to remove dust particles. If irritation persists, get medical attention.
Skin	If a rash or persistent irritation or dermatitis occur, get medical advice where applicable before returning to work where wood dust is present.
Inhalation	Remove to fresh air. If persistent irritation, severe coughing, or breathing difficulties occur, get medical advice before returning to work where wood dust is present.
Ingestion	Not applicable

SPILL/LEAK CLEAN UP PROCEDURES

Sweep or vacuum spills for recovery or disposal; avoid creating dust conditions. Provide good ventilation where dust conditions may occur. Place recovered wood dust in a container for proper disposal.

Although OSHA's Air Contaminant's Rule, including OSHA's wood dust PELs, was struck down in AFL-CIO vs. OSHA, 965 F.2d962 (11th Cir. 1992), a number of states have incorporated those provisions in their state plans. Additionally, OSHA has announced that it may cite companies under the OSHA general duty clause under appropriate circumstances for non-compliance with these levels.

IMPORTANT: The information and data contained herein are believed to be accurate and have been compiled from sources believed to be reliable. It is offered for your consideration, investigation and verification. Wellborn Cabinet Inc. makes no warranty of any kind, expressed or implied, concerning the accuracy or completeness of the information and data herein. Wellborn Cabinet Inc. will not be liable for claims relating to any party's use of or reliance on information and data contained herein regardless of whether it is claimed that the information and data are inaccurate, incomplete or otherwise misleading.

WOOD DUST CAUTION!

SAWING, SANDING OR MACHINING WOOD PRODUCTS CAN PRODUCE WOOD DUST WHICH CAN CAUSE A FLAMMABLE OR EXPLOSIVE HAZARD.

WOOD DUST MAY CAUSE LUNG, UPPER RESPIRATORY TRACT AND/OR EYE AND SKIN IRRITATION. SOME WOOD SPECIES MAY CAUSE DERMATITIS AND/OR RESPIRATORY ALLERGIC EFFECTS.

- **Avoid dust contact with ignition source.**
- **Sweep or vacuum dust for recovery or disposal.**
- **Avoid prolonged or repeated breathing of wood dust in air.**
- **Avoid dust contact with eyes and skin.**

FIRST AID: If inhaled, remove to fresh air. In case of contact, flush eyes and skin with water. If irritation persists, call a physician. For additional information, see the Material Safety Data Sheet (MSDS).

INSTALLATION, CARE AND WARRANTY GUIDE

Designed with multiple audiences in mind, Wellborn's Installation, Care and Warranty Guide is a great tool for you to purchase and keep on hand along with your usual supply of color literature.

1. Give it to consumers upon their initial visit to your store along with the usual color literature. This handy guide will help consumers in understanding the building/remodeling process from beginning to end as it relates to their cabinets. Beginning with the beauty and natural characteristics of the hardwoods that Wellborn uses all the way through installation to care and cleaning tips, it will be very useful for consumers even if they would like to take a hands-on approach to their project but do not know where to begin.
2. The guide is also great for installers who are just starting out in the business and not familiar with the Wellborn product or do-it-yourselfers who are ready to tackle the installation themselves; therefore, it is included with every sink base, sink front and diagonal sink front that Wellborn ships along with two putty sticks in coordinating colors with the finish ordered.
3. When the installation is complete, the book should be left behind for the homeowner that might not have gotten a copy at the beginning of the process. It will guide the homeowner in making minor repairs, caring for and cleaning their beautiful new cabinets, in addition to complete warranty details should they ever need to file a claim.
4. Installation instructions provided by Wellborn Cabinet, Inc. are intended to be used as a guide in the installation of our products. Wellborn Cabinet, Inc. is not responsible for the quality of installation of individual installers.
5. Training for inset cabinetry is provided at Wellborn Academy in Ashland, AL.

ONLINE FORM RESOURCES

The following forms and information are available online at www.wellbornandyou.com. Click on each form to view.

- [Delivery Rescheduled Authorization for Product Not Delivered](#)
- [Job Site Delivery Request Form for Wellborn and Home Concepts](#)
- [Document of Understanding Special Effects](#)
- [Painted Cherry, Character Cherry, & Character Maple Acceptance Form](#)
- [You Draw It Request Order Form](#)
- [Co-operative Merchandising and Advertising Program](#)

Consumer Issues/Warranty Claims Form

2016

In an effort to better serve our customers, Wellborn Cabinet, Inc. has developed this comprehensive warranty claim form. This information will allow us to fully analyze, track and validate all product issues filed under our warranty program. We appreciate your cooperation in completing each line item of the form. Please forward the completed form to your Wellborn Dealer. If your Wellborn Dealer is no longer in business, or no longer carries the Wellborn product line, please forward the completed form to the address below for processing.

Wellborn Cabinet, Inc.
Customer Service/Warranty Claims
P.O. Box 1210
Ashland, AL 36251

Name: _____
(Please print)

Address: _____

Email Address: _____

Telephone Numbers:

Home: _____ Cell: _____ Fax: _____

1. Were your cabinets purchased as part of a renovation or remodeling of an existing home? ____ yes ____ no
(If yes, please answer the following questions, otherwise skip to #2.)

Name of Remodeler/Dealer: _____

Address of Remodeler/Dealer: _____

Telephone Number of Remodeler/Dealer: _____

2. Were cabinets included in the purchase of your home: (New Construction) ____ yes ____ no
If yes, please answer the following questions.

Builder Name: _____

Builder Address: _____

Builder Telephone Number: _____

Name of Dealer from which Builder Purchased Cabinets: _____

Dealer Address: _____

Dealer Telephone Number: _____

3. Original Wellborn Cabinet, Inc. Order Number: _____
(Please include a copy of the invoice)

4. Date of Purchase: _____

5. Number of Cabinets/Items: _____

6. Name of Installer: _____

7. Date of Installation: _____
8. Style of Cabinets: _____
9. Type of Countertops: _____
10. Was your house heated/cooled when cabinets were installed? ____ yes ____ no
11. Were there any problems and/or repairs made to the cabinets before closing on your home?
____ yes ____ no
12. Please describe problems or repairs made

13. What type of lighting is in your kitchen and/or bath? (Fluorescent, etc.)

14. What types of appliances are in your home? _____
15. What type of foundation is your home built on? _____
16. What is the age of your home? _____
17. Is your home brick or wood frame? _____
18. Is this a rental home? ____ yes ____ no
19. Do you own this home? ____ yes ____ no
20. Are you the original homeowner? ____ yes ____ no
21. How often do you cook in your kitchen? ____ 1-2 times a day ____ 4-5 times a week
22. Does anyone in the family smoke indoors? ____ yes ____ no
23. Does the KCMA sticker say Wellborn Cabinet, Inc.? ____ yes ____ no
24. How often do you clean your cabinets? ____ weekly ____ monthly ____ other, please specify.
25. What type(s) of cleaner(s) have been used on the cabinets? _____
26. Do you know the warranty of your cabinets? ____ yes ____ no
27. Are the cabinets exposed to direct sunlight? ____ yes ____ no
28. If yes, what is the length of time cabinets are exposed to direct sunlight each day? _____
29. Is there any appliance that creates moisture on the cabinets? ____ yes ____ no
- If yes, explain:

30. Is your home humidity controlled? ____ yes ____ no

31. If yes, describe system:

32. What % humidity do you maintain in your home? _____

33. Do you live in this home year-round? ____ yes ____ no

34. If no, how long at a time are you in this home? _____

35. Do you leave your heating and air conditioning on when you are away for long periods of time?
____ yes ____ no

Explain:

36. Describe below the warranty issue you have with your cabinets with as much detail as possible. Please supply a picture or detailed description of the part(s) or cabinet(s). Notice: Sample of the product(s) may be requested for laboratory testing.

37. If your cabinets are thermofoil, please answer the following questions. If not, go to the next section.

A.) Are the cabinets next to the oven protected with a heat shield? ____ yes ____ no

B.) The drawers in your cabinets are ____ vinyl ____ metal ____ hardwood

38. What actions, if any, have you taken to resolve the warranty or issue you described above?

39. If you have taken action, what were the results?

40. Have you been in contact with your Dealer concerning this matter? ____ yes ____ no

41. If yes, what action has been taken?

42. Do your cabinets show wear around the sink and dishwasher areas? ____ yes ____ no
If yes, describe:

Replacement Parts

If you need a replacement part, please describe the type of cabinet and the part needed. **Please send a photograph for verification.**

____ Base ____ Wall ____ Corner ____ Tall ____ Vanity

If you know the cabinet size, color and wood species, please specify:

If hinges are needed, please describe the make and amount needed below:

A. ____ Blum ____ Grass ____ Youngdale ____ Amerock (if Amerock, specify ¼ or ½ inch)

B. ____ Concealed ____ Knife ____ Knuckle ____ Inset Hinge

C. ____ Chrome ____ Light Brass ____ Antique Nickel ____ Antique Finish

Do you need a replacement door? ____ yes ____ no

Do you need the doors drilled for hinges? ____ yes ____ no

Do you need a replacement drawer? ____ yes ____ no

If yes, ____ complete drawer ____ drawer front only?

Do you need rear mount drawer hardware sockets? ____ yes ____ no

A. Is your drawer solid wood or furniture board? _____

B. Side or undermount brackets? _____

C. ¾, full extension or full access? _____

D. Left or right? _____

E. Is your cabinet a vanity cabinet? ____ yes ____ no

F. Is the rear mount drawer bracket white or brown? _____

G. Is the rear mount drawer bracket solid or cutout on the side? _____

Do you need a furniture care kit? ____ yes ____ no

If other replacement parts are needed, please describe:

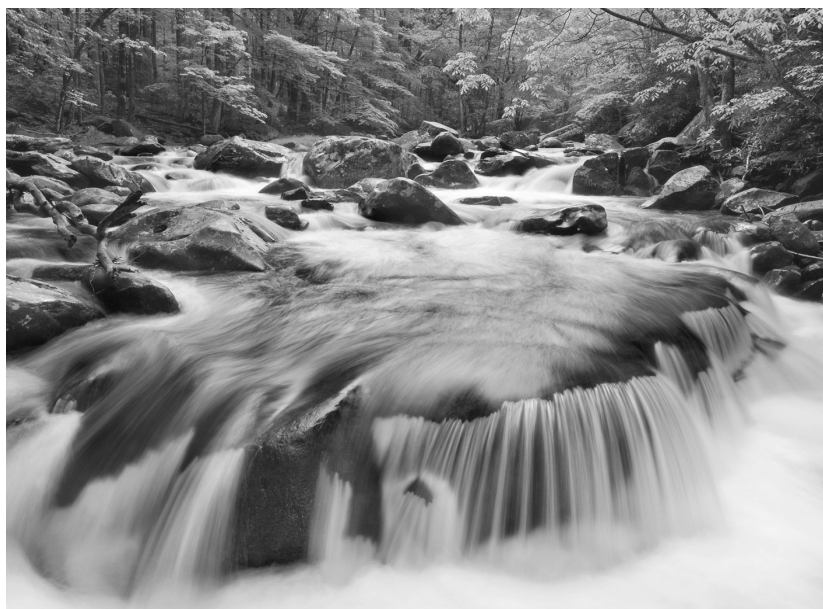
Notes

Our Vision

The Wellborn Family is committed to being the most valued provider of permanent home cabinetry designed for a lifetime of gracious living.

Who We Are

Since 1961, Wellborn Cabinet, Inc. has been manufacturing quality kitchen and bath cabinetry in Ashland, Alabama. It all began in a small cabinet shop to build cabinets for the local markets. Since that time, Wellborn has become a state of the art manufacturing facility of over 1.8 million square feet that combines some of the most advanced technology systems in the industry along with over 55 years of acquired knowledge and experience in high quality cabinetry craftsmanship.



Green Choice is About Taking Action

Environmental stewardship has been part of Wellborn's culture since its beginning. This has been proven through decades of actions, investments and practices. At Wellborn, we have recycling programs that utilize wood waste to generate power and steam and continue to lower VOC emissions through technology. We partner with our suppliers to improve their environmental programs. This is why you will find the KCMA Environmental Stewardship Program seal proudly displayed on our cabinetry. The Green Choice program ensures that you are purchasing a brand of cabinets from a company that takes conscious steps to protect and minimize the overall impact on our environment.



The Essence of Cabinetry



MADE IN THE USA



GREEN  CHOICE

Installation instructions provided by Wellborn Cabinet, Inc. are intended to be used as a guide in the installation of our products. Wellborn Cabinet, Inc. is not responsible for the installations of individual installers. Technical assistance provided by The Hardwood Council, www.hardwoodcouncil.com.

WELLBORN
CABINET, INC.
The Essence of Cabinetry



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