



THE STONE COBBLERS

317 West Boylston St

West Boylston, MA

01583

774-261-4445

IMPORTANT CUSTOMER INFORMATION

For Cabinet Orders

Special Order Stock, Semi-Custom and Custom cabinets:

- **Are a non-refundable, non-returnable, special order item.**
- A review of the final design layout with your professional team/contractor is required before cabinet order is placed.
- **Consult with your Designer “Before” making any field changes to the original cabinet Order Design.**
- Specific materials, moldings, may be required by installers to complete project.

Remodeling, or New Construction Projects:

- Unknown/un-foreseen and /or varied site requirements may sometimes exist.
- Cabinet installs require a professional installer.

Additional parts & pieces:

- Any additional parts or pieces deemed necessary for job completion and/or field modifications that are ****Not Part of Your Original Order**** are not included in this purchase order.
- If additional Items are needed or requested for project completion, a new purchase order for requested materials is required. **Any additional items must be paid for in full.**
- Base cabinet replacement cannot be made once countertops have been installed.
- Crown moldings should not be installed if replacing wall/tall cabinets.

Cabinet Delivery:

- Cabinets must be delivered within 7 days of Stone Cobblers Receiving them. After 7 days there will be a storage fee charged.
 - **Inspect your cabinets before installing. Let me know if there is anything needs replacing, the sooner the better!**
 - Shipping damages sometimes occur. ***The Stone Cobblers*** are not liable for any shipping damages that occur in transit from the manufacturer. **I WILL handle/order any and all broken/ damaged/out of spec reorders for you!**
 - Review your scheduling timeline with your installer.
 - It is the customer’s responsibility maintain scheduling timelines with their installers.
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Warranty Replacements>Returns:

- Your selected manufacturer offers Industry Standard Warranty replacement on damaged items.
- Please review the specific warranty for your cabinet selection.
- Material found to have been drilled, installed, or altered in any way will not be refunded or replaced and will be returned to the customer.
- All requests for the return of damaged material must be made within 30 days of delivery.
- At time of delivery, Any and all damage must be noted on the delivery paperwork and signed off by the homeowner/installer/person receiving the delivery.
- On site mending may be necessary to complete the project.
- ***Your manufacture & The Stone Cobblers, "DO NOT" Compensate the purchaser or installer for on-site mending, or un-foreseen project delays.***

Here at The Stone Cobblers, our design team does its best to keep you informed of the potential variables you may encounter in your remodeling, or new construction project.

Our selected cabinet manufacturers continuously strive to produce quality products and supportive services.

Your designer & installer are your professional team and are invested in supporting your journey to project completion.

We appreciate your confidence in our professional services and abilities when unplanned issues do arise. These are not uncommon with the project goals you have selected.

I have read & reviewed the above information:

Customer Sign: _____ Date: _____
