



LIFETIME WARRANTY

WOOD FINISH AWARENESS

Our commitment to customer satisfaction is the heart of everything we do. At Blackgold, we take great pride in crafting exquisite cabinetry for your living space, using only the finest wood and finishes. Important to appreciate the natural characteristics of wood and hand-applied finishes, as variations ought to be expected to its organic nature. While synthetic materials like laminates and plastics provide uniformity, natural woods, and finishes celebrate the unique variations that enhance their beauty and charm. These differences are inherent qualities and are not considered grounds for product replacement or warranty claims.

Color, Grain & Texture:

Wood is a natural material, and its color, texture, and grain will naturally vary. These variations are part of the wood's inherent beauty, character, and charm—no two pieces are exactly the same. Cabinets are crafted using different types of wood, including solid wood, veneers, and plywood, each of which can affect the final appearance of the finish. Factors like soil and climate conditions where the tree grew can also influence the wood's color and grain, as well as how it absorbs finishes.

Aging & Mellowing:

As wood ages and is exposed to sunlight and other environmental factors, its color will gradually change—a process known as "mellowing." In most wood species, this results in a slight darkening, but in Alder and Walnut, the wood may lighten over time. While this color change is subtle, it can happen more rapidly with intense, direct sunlight exposure.

Moisture & Humidity:

Wood is sensitive to moisture and seasonal humidity changes. In high humidity, wood expands; in low humidity, it contracts. This movement is most noticeable in mitered joints and inset cabinetry. To minimize these effects, it's important to maintain a consistent humidity level of around 35% year-round, during storage, installation, and use. Extreme temperature or humidity fluctuations should be avoided to preserve the integrity of the cabinetry.

Finish Characteristics:

Hand-applied finishes—such as stains, paints, glazes, and distressing techniques—bring out the natural beauty of wood. As with any handcrafted process, subtle variations in application, stain absorption, and glaze detailing may occur. Glazed and distressing require an artistic touch and are intentionally random in nature. It's important to view door samples and displays to fully appreciate the range of color and variation that can occur, especially with glazed or distressed finishes. Decisions should not be based solely on small colored chips.

- **Natural Finish:** Woods with a natural finish will experience some color change, or "mellowing," when exposed to light. Any natural color variations within the

wood will become more noticeable with a natural finish.

- **Dark Stains on Maple or Knotty Alder (e.g., Butternut or Java):** Due to the density of Maple and the softness of Knotty Alder, these woods may absorb stains

unevenly, resulting in some variation in color across the same surface, leading to a less consistent appearance.

- **Paint Finishes:** Hairline cracks may be developed at the joints due to the natural wood movement during seasonal humidity changes. These cracks, especially noticeable on miter doors, are not considered a defect or reason for warranty replacement. Mitered doors are not recommended for paint finishes and should be used with caution in regions with high humidity.
- **Glaze/Accent Finishes:** Glazes are hand-applied and wiped, creating a buildup in corners and along profiles. This is an artistic process, and the result is meant to be random and unique for each piece.
- **Distressed and Rub-Thru Finishes:** These multi-step finishes involve hand-applied detailing, such as distressing and rub-thru techniques. Each application is intentionally unique and random, adding character to each piece.
- **Knotty Alder:** This wood will feature large, open knots and noticeable
- **Mellowing:** all wood species will experience color changes with age, exposure to sunlight, heat, and other environmental factors. Species are more prone to mellowing than others. Cherry may also show contrasting light and dark areas (heartwood and sapwood) Within the same panel. Maple will darken and slightly Yellow as it ages, while Nutty Alder and Walnut will gradually lighten.
- **Custom Color Match or Personal Paint Match:** A custom color match is provided for customer approval based on the overall appearance and color of the finish. However, natural wood variation, grain pattern, profile, and edge shape may affect the final look

LIFETIME WARRANTY

We warrant to the original consumer purchaser of our products that, for as long as they own the home where our products are initially installed, the products will be free from material and workmanship defects under normal home use and service at the original installation site. This warranty applies only to our products used in the residential setting within the United States and is not transferable to subsequent owners. Our responsibility under this warranty is limited to repairing or replacing any defective parts of our products found to be faulty under normal home use within the warranty, subject to award satisfaction of the defect upon examination.

Exclusions:

This warranty does not cover the natural aging of wood products due to photodegradation, (the effect of natural and artificial light on wood and finishes) variations in wood grain or color, fading, or visible cracking around joint areas. It also does not include countertops, appliances, plumbing fixtures, and related installation or removal costs, including labor. Normal wear and tear, accidents, alterations, acts of nature, misuse, improper installation, storage, extreme environmental conditions, or accessories not supplied by us are not covered by this warranty.

General Terms:

This warranty replaces all other warranties, conditions, or liabilities, whichever is expressed or implied, including merchantability and fitness for a specific purpose. We do not authorize anyone to extend or assume additional warranties or liabilities on our behalf. Repair or replacement of defective products is the purchaser's sole remedy. Waiving all other remedies, warranties, and liabilities, including employed warranties and claims for consequential damages against Blackgold.

Blackgold retains the right to modify the design, specifications, and materials without the obligation to replicate these changes in previously manufactured products. If a warranty claim is made after discontinuation of a specific style, we may choose to honor the warranty by either replacing the affected component with a new one of the same style or replacing all relevant components to maintain a consistent appearance with a similar product. However, we cannot guarantee an exact match in finish due to natural aging processes affecting wood color and grain.

This warranty grants you certain legal rights, and additional entitlements may be applicable based on your jurisdiction. Certain regions may restrict the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. To submit a warranty claim, please contact an authorized local representative who will facilitate product inspection. A date receipt is essential as a proof of purchase for warranty benefits. Thought I'd representative will gather necessary information for acclaimed decision and communicate in writing for further action. The warranty claims include a detailed description of the defective's origin

CABINETRY INSTALLATION DISCLAIMER & EXPECTATIONS

At Black Gold, we strive to deliver precise and professional cabinet installation, but certain characteristics are inherent to the process and material used. Please review the following installation norms and acknowledgements to better understand the expected characteristics of custom cabinetry.

Seams and Joints:

Seams, joints and panel connections are a natural part of cabinetry installation. Visible seams may occur at panel transitions, corners, or joints, especially in the larger installations. These are standard and expected and do not indicate poor workmanship or a defect.

Gaps Due To Wall Variations :

Walls, floors, and ceiling are rarely perfectly straight, which can result in minor gaps between cabinetry and surrounding surfaces. Small filler pieces and adjustments are used to ensure a clean finish, though slight gaps may still be visible in some areas. This is normal and not grounds for a warranty claim.

Settling and Adjustments:

Cabinets may require minor adjustments after installation due to natural settling or shifting in the surrounding environment. Installation team will make this initial adjustment as needed. Time doors or drawers may need additional minor adjustments, which is normal part of cabinetry use and not covered under warranty.

Material and Finish Variations:

Variation in wood grain, color, and texture are natural and enhanced the unique character of each cabinet., minor imperfections or difference in sheen are expected due to the material and finishing process. These are considered standard and do not constitute defense.

Environmental Impact on Material:

Cabinets may expand or contract slightly with changes in temperature or humidity. Gaps or slight shifts or a normal response Do the material and should not be considered at the defect or issue covered by the warranty.

Accessory Exclusions:

Unless specifically ordered, items such as trash cans, spice racks, cooking utensil holders, cutting boards, ironing boards, laundry hampers and waste baskets are not included with the cabinet pull out features or designed slots. Our cabinetry is designed with specs for these accessories, which can be purchased separately if desired. Please inquire if you wish to add any of these items to your order.

