



Information/Company Disclaimers

- 1) Wood products tend to react to differences in environment and temperature levels. A painted wood door can show joint lines caused by the movement of wood in different weather conditions and temperatures. A one piece MDF door will not show joint lines.
- 2) Warranty: All of our finished or unfinished doors including our 1 piece MDF line carry a limited warranty of 1 Year. Damages caused by mishandling, bad finishing by another party, cleaning with harsh materials and detergents, soapy water, heat and steam generated by appliances or poor storage conditions are not covered by warranty.
- 3) Slab doors are made from solid wood and shrinkage and warping can occur with acute temperature changes and/or incorrect humidity levels of which we have no control once the doors have left our shop. As a result shrinkage and warping of these products is not covered under warranty.
- 4) We recommend adding a mid-rail to all doors 49" or higher in order to prevent warping. Doors of 49" high x 20" wide or larger will not be warranted for warping if no mid-rail is requested. Doors under this size will be warranted for warping only if bow is greater than 3mm. In over-wide doors a centre stile can be added for the same reason. This should be noted on the order. Mitered doors will not have any provisions for mid-rails. Camp River may request that warped doors be returned before credit or remake is issued.
- 5) All doors are custom made to sizes ordered.
- 6) All orders must specify height x width and quantity.
- 7) Orders can be placed in imperial or metric sizing. Our CNC machine is accurate up to 1/32". Metric orders must be placed in "whole" numbers, no decimals (e.g, 605mm, not 605.3mm). Frame widths are required in Imperial.
- 8) All items should be clearly marked as doors, drawer fronts, slabs, glass frames, mullions, end panels, etc.
- 9) Raised Panel drawer fronts less than 8" in height will have reduced top and bottom rails. To have a full panel profile, rails must be reduced enough to give a distance of 3 1/4" between top and bottom rails. Any less than this and it will result in a reduced panel profile. In order to size doors on the CNC machine the minimum rail width allowed is 1 1/2" and minimum stile width is 1-3/4". Our standard frame is 2 1/4" wide and all orders will be made to this specification unless otherwise noted on the order.
- 10) One piece MDF doors/drawer fronts with a height of 5 -1/8" to 6-1/2" will have a reduced top and bottom rail width of either 1-1/2" or 1-3/4" (dependent on door profile). Anything less than 5" will be made slab. One piece Raised Panel MDF doors/drawer fronts with a height of 6"-8" will

have 1 ½" top and bottom rail width, less than 6" will be slabs. Customer specifications different to this will be accepted if tooling allows.

- 11) Standard panel grain direction on wood doors is vertical on all flat panel doors and drawer fronts unless requested otherwise. Panel grain on raised panel or 1/2" solid flat panel doors is vertical and horizontal on drawer fronts. Slab drawer fronts will be horizontal. Grain direction on ¾" Veneer doors and drawer fronts are done to customer specification subject to material tolerances.
- 12) All orders are to be confirmed by customer prior to manufacturing. Door sizes, styles, profiles, material and finishes (if required) should all be checked thoroughly and the order should be signed and returned noting any changes to be made. An estimated ship date/due date will be issued at this stage. A delay in confirmation will result in a change to the estimated due date. Once a signed confirmation is received any changes must be made within 24 hours or will be subject to additional cost. No changes will be accepted on any order where production has already begun and any parts have been cut. Any mistake in order confirmation must be made clear at the outset failing which it will become the customer's responsibility.
- 13) Colour match finishes will be subject to an additional fee. A paint sample can be produced for customer sign off prior to commencing the finishing of the order for an additional cost. Lead time will be calculated from the date that the colour sample is signed off.
- 14) Camp River utilizes both solid and veneered wood materials in its products. Due to normal variations in the density and graining of wood itself, the same stain applied to another piece of the same wood species may result in a somewhat different appearance. This variation can be greater when comparing solid wood to veneers. Additionally, wood species in all finishes will exhibit colour changes when exposed to all types of light (natural and man-made). It is the general nature of wood to darken over time. This ageing process is not hindered by the finishing process.
- 15) Additional charges may apply to custom profiles and other custom work. Arches that require templates will incur an additional template fee.
- 16) Rush/ASAP orders will be subject to scheduling also and if possible an earlier "tentative" completion date will be issued at order confirmation but is not guaranteed.
- 17) All pricing is subject to change due to price fluctuations within the lumber industry. Camp River reserves the right to amend its pricing according to current material costs and will give sufficient advance notice of any such changes. All pricing is based on a minimum 1.25 sqft per piece
- 18) Delivery: Orders can be shipped via courier for an additional cost. Freight is calculated on shipment value not quantity.
- 19) It is the Customers' responsibility to check all items are correct on receipt of the completed order and inform Camp River of any issues immediately, so the problem can be rectified as quickly as possible. If doors are ordered "unfinished", the completed order must be checked prior to finishing by another party. Camp River is not responsible for reimbursing any additional costs pertaining to Finishing if an order is found to be incorrect in any way and was not checked prior to the finishing process.
- 20) Credit Policy: Account Terms MFI15. The Company requests that accounts are paid in full on or before the 15th day after the monthly statement is issued. Overdue accounts will result in a 2%

Finance Charge on all overdue amounts. New customers are required to complete a credit application and until approved, shipments will be on a C.O.D. basis (50% deposit with balance payable on completion for first 3 orders or until Account is approved).

Date: January, 2024