

## **FAQS**

### **Is assembly required?**

Yes, some assembly will be required. We are not liable for cabinets that are assembled or installed incorrectly. Some cabinets may require additional support in your existing walls to ensure they are secure once installed, preventing them from tipping or falling. We suggest hiring a professional cabinet installer to assemble and install the cabinets safely and securely.

### **What is the lead time?**

Typical production is 4-8 weeks (for slab panels) & 6-10 weeks (for shaker panels) from order confirmation. Production times may vary depending on the complexity and size of the order.

### **Where are your products manufactured?**

All our products are made at our manufacturing facility in Ontario, Canada.

### **Where do you ship to?**

We deliver all across Canada. Shipping charges will be calculated at check out.

### **How will my items be shipped?**

Your items will be packaged on pallets in boxes or crates depending on the product. Delivery will be with a liftgate truck, unless otherwise requested. Delivery will be curbside, as close to the door as the truck is able to get. We recommend having 2+ people available for offloading. The carrier will call ahead to make a delivery appointment. Assembly and installation will be required.

### **What is the transit time once shipped?**

Transit times vary depending on the location and distance from our manufacturing facilities.

### **Can I customize the dimensions, materials, or finishes?**

To further customize any of the items in our shop, please contact us directly to start a custom order.

### **Do you offer design consultations?**

We do not offer design consultations, however you can view or download our product specification sheets on each product listing page to view the dimensions of the product. If you have any other questions, please contact us directly.

### **Can I order a sample of the finishes before purchasing?**

Yes, please visit our Finish Sample Kit product listing page to purchase sample swatches.

### **Are the finishes/materials used commercial grade?**

Yes, all of the finishes and materials used are commercial grade. The laminates used are stain-resistant and hold up well to common salon chemicals. However, no surface — including ours — is completely resistant to staining from hair dyes or harsh chemicals. We recommend wiping spills immediately and using protective mats or trays in high-use areas to help preserve the finish over time.

### **Do you offer returns/exchanges?**

Since all products are made to order, we do not accept returns or exchanges due to change of mind or incorrect size due to items not fitting in your space. Please purchase a Finish Sample kit and ensure you have measured your space accurately prior to placing your order. However, if there is a different issue with your order, please contact us—we're committed to making it right.

**Do you offer returns/exchanges on damaged items?**

All our items are quality controlled and professionally packed to ensure no damage occurs from the time the product leaves our shop to delivery at your location. However, in the rare event that your item arrives damaged, please contact us within 24 hours of receiving your order. Any packaging damaged from shipping should be reported immediately to the shipping courier as well.

To help us resolve the issue quickly, please provide the following:

- Your order number
- Photos of the damaged item and packaging
- A brief description of the issue

We'll review your claim and work with you to repair, replace, or refund the item as appropriate. Claims submitted after the 5-business-day window may not be eligible for replacement.