

EXPECTATIONS WHEN DEALING WITH REFINISHED CABINETS

In an effort to educate our customers, here are some realistic expectations based on our experience over the years. We do our best to serve our customers at a high level and we specialize in cabinet refinishing so here are some things you can expect on our end.

At Triad Cabinet Refinishing, we refinish cabinets using a water base industrial coating imported from Italy. This is a durable coating and will last a long time if taken care of. It is not an indestructible coating and it can chip or scratch just as manufactured cabinets would if heavily abused. We do offer our customers one free hour of touch-up per year for three years after completion of the kitchen.

The majority of doors we refinish are five-panel doors created for movement. We do not caulk doors because even though it looks great at first, over time it will result in failure. Instead, we do our best to create clean lines where the middle panel meets the stiles and rails. Because wood contracts in the winter time, you may notice a slight line where the panel meets the stiles and rails. You can help to prevent the expansion and contracting of these doors by regulating the temperature and humidity in your home.

Open grain doors and doors with knots and other natural wood imperfections require more work to fill the pores and help to create a smooth surface. We will do three coats of primer and two coats of pigmented polyurethane on the front of these doors which will provide a beautiful finish, but there will still be some grain showing. If you're looking for a completely smooth manufactured look, we would suggest looking at replacing the doors with a closed grain substrate.

We use low-tack painters tape and roofing paper to protect your floors. Low-tack painters tape should not cause any issues and does a nice job to protect the floors, however, a floor finish that is damaged by low-tack painters tape is a sign of a failed finish and is the liability of the flooring contractor and not Triad Cabinet Refinishing.

There may be imperfections that are not noticeable when the cabinets are dark. However, when transitioning to a light color or a white, those imperfections can stand out. Some of these imperfections may include but are not limited to doors warping, large gaps where cabinets meet the walls or ceiling, cabinet boxes not being square and alignment issues due to improperly installed cabinets. On installation day, we do our best to make sure everything within our control is perfect for our clients but want to make you aware that there are some things that are out of our control with regards to the actual structure of the cabinets.

If there are functional issues with current hardware, we can replace and order new. If you choose to keep existing hardware, understand that the conditions of that hardware will not change when we refinish the doors and drawers and if there are existing issues, they will continue to occur in the future.

Specialty finishes are done by hand and are artistic enhancements designed to give the cabinets a unique, high-end look. Because these finishes are completed by hand, every door and drawer will not match perfectly but rather will have subtle variations making the end product flow without looking forced.

Integrity is at the forefront of everything we do at Triad Cabinet Refinishing and we believe in letting our customers know the expectations up front based on our own experiences and the experience of the thousands of refinishers in our network. If you are getting other quotes, be sure to ask questions about the above-listed items and if you're getting different answers to what is in this document, you will want to look elsewhere. We understand that we will not win every bid, but our goal is to always set people up for success.

The TCR team!

TRIAD CABINET REFINISHING COATING PROCESS

*It takes 7-10 business days from start to finish and we will be in your home (*bolded) for 3-4 of those days.*

- The doors and drawers are labeled and removed and carefully transported back to the workshop to be prepped and sanded.
- The floor, countertop, appliances and all cabinet boxes will be masked. *(1-2 hours average on-site)*
- The cabinet boxes will be thoroughly cleaned with a degreaser, rinsed, and then sanded with 180 grit for the best adhesion. *(7-8 hours average on-site)*
- We use the best tools to maintain a safe environment while we spray on-site. We have an air scrubber to keep the air in the home clean, LED lighting to make sure we get all areas, an infrared heater to speed up the curing process, proper ventilation and several fans to keep air moving in the spray area, and we use a TriTech T-5 sprayer to give a beautiful finish. We get everything set up and in place and then will spray the prime coat, lightly sand, and then do two coats of our finish coat. *(6-7 hours average on-site)*
- The doors and drawers will be prepped, scuff sanded with 180 grit for best adhesion, primed, sanded and coated. If the substrate is open grain, it will require three coats of primer sanded back in between each coat to fill the pores. If the substrate is closed grain or engineered wood, it will require 1-2 coats of primer depending on coverage. For the finish coat, we use an industrial water base pigmented polyurethane coating imported from Italy. *(no on-site work, 5-7 days on average)*
- We will put the doors through a 12 step process as follows:
 1. Degrease all doors both sides
 2. Sand the existing finish until we are sure we have a good "tooth" to bond to.
 3. Clean again with denatured alcohol
 4. One coat of 2k Isolante will be sprayed to insure a sound foundation for our coating.
 5. Repair any dents or dings with automotive standards using bondo and or fiberglass
 6. Sand with 320.
 7. Vac and Clean with microfiber and clean water.
 8. Spray two coats of Renner 2k water based primer. (color and sheen to be determined)
 9. Sand with very-fine surfprep abrasives.
 10. Vac and Clean again with clean water.
 11. Spray two more coats of the italian poly.
 12. use a clay bar to polish and remove any small debris so the finish is perfect.
- The doors and drawers are packaged in foam pouches and transported to the home. We take our time to touch up and make sure all doors are level and to our customers satisfaction before the job is complete. *(2-3 hours average on-site)*

SPECIALTY FINISHES- Specialty finishes are optional and require additional time and effort to achieve the look. We complete all of these finishes with a coat of clear to protect the finish.

- Solid, One-Color Finish- *no additional charges

- Lightly Distressed Finish- add 15%
- Feather Glazed Finish- 20%
- Lightly Distressed & Glazed Finish- add 25%
- Pinstriping Glaze- add 30%
- Heavily Distressed with Powder Glaze Finish- add 30%

GUARANTEE

Triad Cabinet Refinishing has a one year guarantee on coating

A large, light blue watermark logo for Triad Cabinet Refinishing is centered on the page. The logo consists of a circular border with a double-line effect. Inside the circle, the word "TRIAD" is written in a large, bold, sans-serif font. Below "TRIAD", the words "CABINET REFINISHING" are written in a smaller, bold, sans-serif font. Underneath the text, there are five five-pointed stars arranged in a horizontal line. At the bottom of the circle, the text "1 Cor 10:31" is written in a small, serif font.

TRIAD
CABINET REFINISHING



1 Cor 10:31