Laminate Doors
Terms & Conditions

DIMENSIONAL TOLERANCES
Doors – Maximum Warp - Doors less than 812 mm (32") in height shall have a maximum deflection of 2.5 mm (3/32").
Doors greater than 812 mm (32") in height shall have a maximum deflection of 5 mm (3/16"). As per CKCA Standards.
Doors over 24" (610mm) wide, & 50" (1270mm) height, a twist or warpage of up to 1/4" (6.35mm) is allowable.
Hinging Specifications: 0 to 36" - 2 Hinges | 36"+ to 63" - 3 Hinges | 63"+ to 86" - 4 Hinges | 86"+ to 108" - 5 Hinges

CLEANING
A Laminate door/drawer front should be cleaned using a dampened sponge or cloth & a mild soap or detergent. Light abrasive cleaners can be used with caution. Some cleaners can damage laminate surfaces, & thus should be tested in a discreet area to ensure no damage prior to cleaning product in full view. Food stains should be removed with a mild detergent or spray-on household cleaner & a damp cloth. Stubborn stains (i.e. Grease, ink, felt pen) can be removed with paint thinner & washed down using soap or detergent upon completion.

For Acrylic product, best results will be achieved using a wet micro-fibre cloth or chamois with non abrasive soap or detergent.

CREDIT POLICY
A minimum prepaid deposit of 50% of the order value is required for accounts not established with credit terms at Pentco. The production of the order will not commence without receipt of this deposit. The remaining balance of the total sales order value including any shipping and packaging costs if applicable must be paid prior to the shipment or pick up of goods. A two week processing time is required for any new applications for credit term privileges. Company cheque acceptance is subject to approval by Pentco's Credit Department.

WARRANTY
Fullwrap laminate products are protected under a two year warranty from the invoice date. They are guaranteed against defective workmanship, discolouration, excessive twist or warpage and delamination under the provision that the products have received proper care. This warranty does not apply to products subjected to improper care by exposure to excessive heat, cold, or humidity, poor finish application, or incorrect installation. This warranty is limited to replacement of a product as originally supplied only. Additional expenses incurred in the removal & replacement of the product are not covered under this warranty. If in question, this warranty supersedes any other warranties, expressed or implied. Individual dimensional twist & warpage tolerances are listed in the relevant product line section. No return of merchandise will be accepted without Pentco's prior authorization.

Selected Pentco Melamine products are protected under a limited one-year warranty from the invoice date. They are guaranteed against defective workmanship, discolouration, & excessive twist or warpage under the provision that the products have received proper care. This warranty does not apply to products subjected to improper care by exposure to excessive heat, cold, or humidity, poor finish application, or incorrect installation. This warranty is limited to replacement of a product as originally supplied only. Melamine doors or panels that have sustained micro chipping and are used in an application that is subjected to heat, impact, humidity, steam or water, could allow for the migration of moisture to penetrate to the substrate and could cause the door to fail. This warranty does not apply to minor chipping or damage by moisture.

LIMIT OF LIABILITY
Pentco's liability under its warranty is limited to the replacement of the defective product & shipment of the new material to the customer's place of business. In no case will Pentco's liability exceed the contractual value of the order plus additional freight costs. Any loss or claim resulting from the use of - or inability to use - the product is the replacement of the defective product. In some circumstances, Pentco may choose to have the product returned & refund the purchase price.

SHIPPING & CRATING
All shipments delivered by a common carrier are custom crated. Unless otherwise specified, all crates are constructed to be moved by forklift. All crated orders are subject to a packing charge that is determined by the product type & order size. Crating on large volume orders are quoted prior to acceptance of the order.

COLOUR AND FINISH DISCLAIMER
Pentco Industries does not warrant the accuracy of colour or woodgrain representations on computer monitors, printouts from our website, or catalog images. Actual items may not match the samples or images due to variations in display technology. Choose products based on a physical sample.

Laid Up Panels
Terms & Conditions

DIMENSIONAL TOLERANCES
Doors – Maximum Warp - Doors less than 812 mm (32") in height shall have a maximum deflection of 2.5 mm (3/32").
Doors greater than 812 mm (32") in height shall have a maximum deflection of 5 mm (3/16"). As per CKCA Standards.
Doors over 24" (610mm) wide, & 50" (1270mm) height, a twist or warpage of up to 1/4" (6.35mm) is allowable.
Hinging Specifications: 0 to 36" - 2 Hinges | 36"+ to 63" - 3 Hinges | 63"+ to 86" - 4 Hinges | 86"+ to 108" - 5 Hinges

CLEANING
A Laminate door/drawer front should be cleaned using a dampened sponge or cloth & a mild soap or detergent. Light abrasive cleaners can be used with caution. Some cleaners can damage laminate surfaces, & thus should be tested in a discreet area to ensure no damage prior to cleaning product in full view. Food stains should be removed with a mild detergent or spray-on household cleaner & a damp cloth. Stubborn stains (i.e. Grease, ink, felt pen) can be removed with paint thinner & washed down using soap or detergent upon completion.

For Acrylic product, best results will be achieved using a wet micro-fibre cloth or chamois with non abrasive soap or detergent.

CREDIT POLICY
A minimum prepaid deposit of 50% of the order value is required for accounts not established with credit terms at Pentco. The production of the order will not commence without receipt of this deposit. The remaining balance of the total sales order value including any shipping and packaging costs if applicable must be paid prior to the shipment or pick up of goods. A two week processing time is required for any new applications for credit term privileges. Company cheque acceptance is subject to approval by Pentco's Credit Department.

WARRANTY
Fullwrap laminate products are protected under a two year warranty from the invoice date. They are guaranteed against defective workmanship, discolouration, excessive twist or warpage and delamination under the provision that the products have received proper care. This warranty does not apply to products subjected to improper care by exposure to excessive heat, cold, or humidity, poor finish application, or incorrect installation. This warranty is limited to replacement of a product as originally supplied only. Additional expenses incurred in the removal & replacement of the product are not covered under this warranty. If in question, this warranty supersedes any other warranties, expressed or implied. Individual dimensional twist & warpage tolerances are listed in the relevant product line section. No return of merchandise will be accepted without Pentco's prior authorization.

LIMIT OF LIABILITY
Pentco's liability under its warranty is limited to the replacement of the defective product & shipment of the new material to the customer's place of business. In no case will Pentco's liability exceed the contractual value of the order plus additional freight costs. Any loss or claim resulting from the use of - or inability to use - the product is the replacement of the defective product. In some circumstances, Pentco may choose to have the product returned & refund the purchase price.

SHIPPING & CRATING
All shipments delivered by a common carrier are custom crated. Unless otherwise specified, all crates are constructed to be moved by forklift. All crated orders are subject to a packing charge that is determined by the product type & order size. Crating on large volume orders are quoted prior to acceptance of the order.

COLOUR AND FINISH DISCLAIMER:
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Lamineer
Terms & Conditions

SHIPPING & CRATING
Boxes are charged at $20.00 per box & hold 5-6 sheets. Crating on large volume orders are quoted prior to acceptance of the order. The price list does not include shipping charges. Please ask for quote if required. Delivery of the Goods shall be made to the Buyer's address. While everything reasonably possible will be done to adhere to delivery dates promised, no penalty or liability for late delivery will be accepted by us.

PALLETS
There is a $25.00 charge per pallet. Pallet must be returned as sent with OSB board and invoice for credit to be applied.

CREDIT POLICY
A minimum prepaid deposit of 50% of the order value is required for accounts not established with credit terms at Pentco. The production of the order will not commence without receipt of this deposit. The remaining balance of the total sales order value including any shipping and packaging costs if applicable must be paid prior to the shipment or pick up of goods. A two week processing time is required for any new applications for credit term privileges. Company cheque acceptance is subject to approval by Pentco's Credit Department.

WARRANTIES & LIABILITY
The Seller warrants that the Goods will at the time of delivery correspond to the description or sample given by the Seller. If goods supplied by us are shown to our satisfaction to be defective through faulty materials or workmanship & if for this purpose at our request goods are returned to us (in which case only will we bear the expense of returning these goods), we undertake that we will either (a) replace such goods at our expense or (b) credit you with the price paid.

COLOUR AND FINISH DISCLAIMER
Pentco Industries does not warrant the accuracy of colour or woodgrain representations on computer monitors, printouts from our website, or catalog images. Actual items may not match the samples or images due to variations in display technology. Choose products based on a physical sample.

WARRANTY CLAIMS
To submit a warranty claim, the original purchaser must provide the following within 90 days of the claim:
(a) A written notice of the claim under this warranty, and
(b) Proper documentation and proof of the defective product.

EXCLUSIVE REMEDY
Pentco Industries is not responsible for any costs, labor, or other expenses incurred in the removal or replacement of defective products.

LIMITATION OF LIABILITY
Pentco Industries is not liable for any incidental, consequential, or indirect damages, including but not limited to labor costs, damage to other property, or lost profits, arising out of the use or inability to use our products.

Thermofoil
Terms & Conditions

PRICING
All prices are charged by the square foot & are calculated by rounding up the height & width dimensions to the nearest 1/2". There is a minimum 1 square foot charge per piece. Pricing is subject to change without notice.

NO WARRANTY on TF720 & TF820 Series Doors over 48".

NOTE: Pacific Classic 2 1/2" Standard Stile/Rail. If custom, programming charge will apply.

SHIPPING AND CRATING
All shipments delivered by a common carrier are custom crated. Unless otherwise specified, all crates are constructed to be moved by forklift. All crated orders are subject to a packing charge that is determined by the product type & order size. Crating on large volume orders are quoted prior to acceptance of the order.

CRATING
Calculated at $0.70 per square foot. There is a minimum charge of $70.00 to a maximum charge of $160.00. All items are individually wrapped as above & are custom crated with additional 1/4" foam lining.

PALLETS
There is a $25.00 charge per pallet. Pallet must be returned as sent with OSB board and invoice for credit to be applied.

CUSTOMER PICK UP
All items painted are individually wrapped in 1/32" foam. Raw doors are shrink wrapped at no additional charge.

CREDIT POLICY
A minimum prepaid deposit of 50% of the order value is required for accounts not established with credit terms at Pentco. The production of the order will not commence without receipt of this deposit. The remaining balance of the total sales order value including any shipping and packaging costs if applicable must be paid prior to the shipment or pick up of goods. A two week processing time is required for any new applications for credit term privileges. Company cheque acceptance is subject to approval by Pentco's Credit Department.

DOOR WARRANTY
1. Warranty Coverage:
Pentco Industries warrants that our cabinet doors, panels, and components, manufactured using thermo-foil (vinyl, 3D laminate, 3DL), will be free from defects in material and workmanship, including delamination or surface discoloration, for a period of 1 year from the invoice date. This warranty applies to the original purchaser and is non-transferable.

2. Exclusions:
Damage or defects caused by excessive heat exposure, including but not limited to heat generated by ovens, lighting, or other heat sources. Storage or handling issues, such as exposure to extreme temperatures, moisture, or improper storage conditions. Defects or damage resulting from misuse, abuse, negligence, alteration, or improper cleaning. Damage caused by exposure to direct sunlight that affects the protective peel coat. Any deviation from the manufacturing tolerances listed below.

3. Installation and Care Requirements:
Proper installation of heat shields between components and heat-generating sources is strongly recommended. Components should be stored in a temperature-controlled environment immediately upon delivery to ensure longevity and durability. The protective peel coat should be removed promptly after installation. Failure to remove the peel coat may result in difficulty removing it later, particularly if exposed to sunlight.

When cleaning thermofoil doors, use a mild soap solution with a soft cloth or sponge. Avoid abrasive cleaners, harsh chemicals, or scrubbing pads, as they can damage the surface. Dry the surface with a soft, clean cloth after cleaning to prevent water spots.

Thermofoil
Terms & Conditions

4. Manufacturing Tolerances:
Doors – Maximum Warp - Doors less than 812 mm (32”) in height shall have a maximum deflection of 2.5 mm (3/32”).
Doors greater than 812 mm (32”) in height shall have a maximum deflection of 5 mm (3/16”). As per CKCA Standards.
Doors over 24” (610mm) wide, & 50” (1270mm) height, a twist or warpage of up to 1/4” (6.35mm) is allowable.
Hinging Specifications: 0 to 36” - 2 Hinges | 36”+ to 63” - 3 Hinges | 63”+ to 86” - 4 Hinges | 86”+ to 108” - 5 Hinges

5. Colour and Finish Disclaimer:
Pentco Industries does not warrant the accuracy of colour or woodgrain representations on computer monitors, printouts from our website, or catalog images. Actual items may not match the samples or images due to variations in display technology. Choose products based on a physical sample.

6. Warranty Claims:
To submit a warranty claim, the original purchaser must provide the following within 90 days of the claim:
(a) A written notice of the claim under this warranty, and
(b) Proper documentation and proof of the defective product.

7. Exclusive Remedy:
The exclusive remedy under this warranty is limited to the repair or replacement of any component proven to be defective under normal use and care. Pentco Industries is not responsible for any costs, labor, or other expenses incurred in the removal or replacement of defective products.

8. Limitation of Liability:
Pentco Industries is not liable for any incidental, consequential, or indirect damages, including but not limited to labor costs, damage to other property, or lost profits, arising out of the use or inability to use our products.

Painted Doors
Terms & Conditions

PRICING
All prices are charged by the square foot & are calculated by rounding up the height & width dimensions to the nearest 1/2". There is a minimum 1 square foot charge per piece. Pricing is subject to change without notice.

SHIPPING & CRATING
All shipments delivered by a common carrier are custom crated. Unless otherwise specified, all crates are constructed to be moved by forklift. All crated orders are subject to a packing charge that is determined by the product type & order size. Crating on large volume orders are quoted prior to acceptance of the order.

CRATING
Calculated at $0.70 per square foot. There is a minimum charge of $70.00 to a maximum charge of $160.00. All items are individually wrapped as above & are custom crated with additional 1/4" foam lining.

PALLETS
There is a $25.00 charge per pallet. Pallet must be returned as sent with OSB board and invoice for credit to be applied.

CUSTOMER PICK-UP
All items painted are individually wrapped in 1/32" foam. Raw doors are shrink wrapped at no additional charge.

DIMENSIONAL TOLERANCES
1) Unless otherwise specified, door thickness is 25/32" +/- 1/64" (19.05mm +/- 0.4mm).
2) Door sizes have a tolerance of +/- 1/32" (0.8mm).
3) A twist or warp of up to 1/16" (1.6mm) is not considered a defect.
4) For doors over 24" (610mm) wide, & 50" (1270mm) height, a twist or warpage of up to 1/4" (6.35mm) is allowable.
Hinging Specifications: 0 to 36" - 2 Hinges | 36"+ to 63" - 3 Hinges | 63"+ to 86" - 4 Hinges | 86"+ to 108" - 5 Hinges

CREDIT POLICY
A minimum prepaid deposit of 50% of the order value is required for accounts not established with credit terms at Pentco. The production of the order will not commence without receipt of this deposit. The remaining balance of the total sales order value including any shipping and packaging costs if applicable must be paid prior to the shipment or pick up of goods. A two week processing time is required for any new applications for credit term privileges. Company cheque acceptance is subject to approval by Pentco's Credit Department.

WARRANTY
Pentco products are protected under a one-year warranty from the invoice date. They are guaranteed against defective workmanship, discoloration, & excessive twist or warpage under the provision that the products have received proper care. This warranty does not apply to products subjected to improper care by exposure to excessive heat, cold, or humidity, poor finish application, or incorrect installation. This warranty is limited to replacement of a product as originally supplied only. Additional expenses incurred in the removal & replacement of the product are not covered under this warranty. If in question, this warranty supersedes any other warranties, expressed or implied. Individual dimensional twist & warpage tolerances are listed in the relevant product line section. Wood products for overseas shipment are not covered under warranty unless Pentco provides a written agreement at the time of order placement. No return of merchandise will be accepted without Pentco's prior authorization. NO WARRANTY on 1700 & 1800 Series Doors over 48".

LIMIT OF LIABILITY
Pentco's liability under its warranty is limited to the replacement of the defective product & shipment of the new material to the customer's place of business. In no case will Pentco's liability exceed the contractual value of the order plus additional freight costs. Any loss or claim resulting from the use of - or inability to use - the product is the replacement of the defective product. In some circumstances, Pentco may choose to have the product returned & refund the purchase price.

Painted Doors
Terms & Conditions

GLASS FRAMES, MULLION FRAMES & RAILS
Cost of glass is not included. Pentco does not supply the glass panels or install them unless prior arrangements have been made. Please provide Pentco with a glass sample at the time of ordering, if you are procuring the glass yourself. For a picture of Glass Frame &/or Rail Doors, please go to http://www.pentco.com/softouch/glass.html

CRATING
Calculated at $0.70 per square foot. There is a minimum charge of $70.00 to a maximum charge of $160.00. Pallets: There is a $25.00 charge per pallet. Pallet must be returned as sent with OSB board and invoice for credit to be applied. Prices & goods are F.O.B. our plant. Prices are subject to change without notice. Price list is in Canadian Dollars. See terms & conditions for details. E.& O.E.

DOOR CARE & REPAIR FOR STANDARD COLOURS
Due to their outstanding quality, Softouch products require minimal care. Dust & fingerprints can be removed by using a soft, absorbent cloth dampened with lukewarm water. Mild hand soap can be used for greases or other difficult stains. Abrasive cleaning materials, furniture polishes, or bathroom cleaners should be avoided as they leave a film build-up on the door surface.

DOOR CARE & REPAIR
Small repairs to Softouch Doors can be done using the following procedure:
1) Remove the door from the cabinetry & place horizontally on a clean & secure surface.
2) Clean around the area to be repaired, ensuring the area is dry & free of dirt or grease.
3) Using a fine, small, artist's paintbrush, apply just enough touch-up paint to fill the chipped area. This step must be done quickly; the paint will rapidly begin to set.
4) Let the repaired area set for approximately ten minutes. Repeat the above step until the chip is filled evenly with the surface of the door.
5) A hair dryer on medium heat can be used to speed up the dry time. Keep the dryer approximately 20 inches away from the door surface.
6) Replace the door after allowing it to cool for 20 minutes.