



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.

- ④ At Inspired By U, 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.
- ④ 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.
- ④ 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.
- ④ 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 Inspired By U.
- ④ 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.
- ④ 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.
- ④ 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 Inspired By U 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.

Blessings,

