

The Columbia Craftsmanship Promise

Limited Lifetime Warranty assurance for enduring quality and enjoyment.

CRAFTED FOR LIVING. BACKED FOR A LIFETIME.

At Columbia Cabinets, every piece we build reflects over five decades of craftsmanship, innovation, and care. From precision joinery to hand-sanded, multi-layered finishes, our cabinetry is thoughtfully designed and expertly crafted to stand the test of time.

That commitment doesn't end when your cabinets are installed. Every Columbia product is protected by our Limited Lifetime Warranty—a clear expression of our confidence in the materials we select, the processes we follow, and the people who build your cabinetry. It is our promise that your Columbia cabinetry will be free from defects in material and workmanship for as long as you own your home, reflecting our enduring dedication to quality, integrity, and partnership.

UNDERSTANDING WOOD

What Makes Real Wood Cabinetry Unique

At Columbia, cabinetry is crafted from genuine wood and engineered wood products—materials shaped by nature long before they are shaped by human hands. Wood is a living material, formed by its growing conditions, climate, soil, and time. Each tree develops its own structure, grain pattern, and density, giving wood its natural depth, variation, and character.

How wood is cut, sawn, dried, and processed further influences how those natural characteristics are expressed. Grain orientation, growth-ring structure, and the balance between solid wood and veneered components all affect appearance, texture, finish absorption, and how wood responds over time.

Even after harvesting and finishing, wood continues to respond to its environment. Changes in temperature, humidity, and light naturally influence wood over time, resulting in subtle movement, tonal variation, and gradual evolution.

When cabinetry is installed, used, and maintained in appropriate residential conditions, wood behaves in predictable and expected ways. These characteristics are not flaws, but inherent qualities of real wood—central to the beauty, performance, and long-term authenticity of fine cabinetry.

NATURAL WOOD CHARACTERISTICS

Every species—and every piece of wood within that species—carries its own natural signature. Variations in appearance confirm the authenticity of real wood and are present in both solid and veneered components.

Natural wood characteristics may include:

- Variations in grain pattern, color, mineral markings, knots, sapwood, or texture
- Subtle differences in tone or sheen between components
- Subtle grain, color, and depth variation between solid wood and veneered components due to differences in cut method, thickness, and how materials respond to finishes

These characteristics are cosmetic in nature, inherent to natural wood products, and are not considered defects. Please refer to our material information sheets for more information.

NATURAL COLOR EVOLUTION OF WOOD

Wood continues to respond to its environment long after installation. Under normal residential conditions, exposure to natural and artificial light may cause gradual, natural color evolution within the wood itself. Over time, this may appear as gentle mellowing, lightening, or tonal shifts that reflect the natural maturation of the material.

UV-protective finishes are applied to help moderate this process, but they do not eliminate it. Color changes resulting from light exposure and ambient conditions are a natural characteristic of wood—not a failure or alteration of the stain, paint, or topcoat system.

WOOD MOVEMENT & DIMENSIONAL CHANGE

Wood cabinetry performs best when cared for in a stable indoor environment. Even within recommended temperature and humidity ranges, wood remains in equilibrium with its surroundings and continues to respond naturally to environmental changes. Subtle expansion and contraction may occur over time, and minor dimensional movement is a normal, expected characteristic of real wood cabinetry.

This movement may present as:

- Subtle panel movement
- Door deflection within accepted industry tolerances, measured with the door removed and placed on a flat surface:
 - Doors under 32" (812 mm) in height: maximum acceptable deflection of 3/32" (2.5 mm)
 - Doors 32" (812 mm) and over in height: maximum acceptable deflection of 3/16" (5 mm)
- Fine hairline joint lines or cracks, particularly in painted doors, resulting from natural wood movement; hairline cracks measuring up to 1/32" (approximately 0.75 mm) are considered acceptable

These conditions are often most noticeable during seasonal or environmental changes and reflect normal wood behavior when cabinetry is properly installed, maintained, and cared for in residential settings. As such, they are considered inherent characteristics of real wood and are not considered warrantable conditions.

PLYWOOD & ENGINEERED WOOD CHARACTERISTICS

Plywood and engineered wood components used in Columbia cabinetry are selected for strength, consistency, and dimensional stability in residential environments. These materials are constructed by layering wood veneers or fibers with alternating grain direction and bonding them under controlled conditions, helping moderate natural wood movement and support long-term case alignment and durability. All engineered wood and plywood components comply with CARB Phase 2 (CARB II) and TSCA Title VI formaldehyde emission standards.

Even with proper installation and use in normal residential conditions, engineered wood products may exhibit minor visual or dimensional variation. These characteristics are inherent to wood-based panels and do not affect structural performance or service life.

This behavior may present as:

- Minor panel variation, including slight bow, cup, or twist when evaluated on a flat reference surface under standard indoor conditions (approximately 68-72°F (20-22°C) / 40-55% RH)

Acceptable dimensional tolerances are as follows:

- Plywood (Veneer Core / Multi-Ply): thickness ± 0.020 " (± 0.5 mm); bow, cup, or twist up to 1/8" over 96" or 1/16" over 48"
- Engineered wood/Particleboard Core (Cabinet-Grade): thickness ± 0.015 " (± 0.4 mm); bow or cup up to 1/8" over 96"
- Premium Woodfiber Board (49-50 pcf): thickness ± 0.010 " (± 0.25 mm); bow or cup up to 1/16" over 48"

These conditions may be more noticeable during seasonal or environmental changes and reflect normal material behavior when cabinetry is properly sealed, installed, and maintained in residential settings. Evaluation of dimensional characteristics assumes proper installation, acclimation, and environmental conditions consistent with residential use. Variation within these limits is considered an inherent characteristic of engineered wood products and is not considered a warrantable condition.

PROFESSIONAL FINISH CHARACTERISTICS**Standard and Artisan Specialty Finishes**

Each Columbia finish is created through a rigorous, multi-step process that blends modern finishing technology with skilled hand craftsmanship. We use premium, professional-grade post-catalyzed finishing systems selected for their durability, consistency, and long-term performance in residential environments.

When properly cared for, Columbia finishes provide a resilient surface designed to help resist everyday nicks, dings, scratches, staining, and surface deterioration associated with normal household use. Like all high-quality finishes, ongoing performance depends on proper use, care, and maintenance. Detailed care and cleaning guidelines are provided in the Care & Cleaning section and should be followed to preserve finish integrity over time.

Because many finishes are applied and refined by hand, subtle variation is both expected and celebrated as part of authentic craftsmanship.

Finish characteristics may include:

- Slight differences in color tone or sheen between components
- Fine hairline joint lines—particularly in painted doors—resulting from natural wood expansion and contraction over time
- Surface characteristics associated with painted wood, including slight telegraphing of the underlying woodgrain
- Depth, texture, and color variation created through layered finishing techniques
- Visible brushwork, glaze accumulation within profiles, softened transitions, edge detailing, tonal irregularities, or hang-up variation inherent to hand-applied finishes
- Intentional variable nicks, dents, rasping, splits, carving, wear, worm holes, rub-through, or aged effects specific to distressed finishes

Over time, wood and professional finishes may exhibit subtle tonal evolution as they naturally age and respond to light exposure. Columbia's post-catalyzed finishing systems incorporate UV inhibitors to help moderate this process, preserving finish stability while allowing finishes to mature gracefully within normal residential environments.

These visual effects are intentional design elements and hallmarks of authentic craftsmanship. No two doors will be identical. Such variations contribute to the depth, character, and individuality of Columbia cabinetry and are not considered manufacturing defects.

DECORATIVE LAMINATE SURFACES (TFL & HPL)

In addition to natural wood materials, Columbia Cabinets offers select cabinetry components manufactured with decorative laminate surfaces, including Thermally Fused Laminate (TFL) and High-Pressure Laminate (HPL). These engineered materials are selected for their durability, consistency, and ease of maintenance in residential applications.

Unlike natural wood, laminate surfaces do not exhibit organic grain variation. Their appearance is created through a printed décor layer during manufacturing, resulting in a consistent, repeatable visual pattern rather than the unique variation found in real wood.

As a result of their engineered construction, acceptable characteristics of TFL and HPL surfaces may include:

- Pattern repetition or visible repeat intervals inherent to the laminate décor design, particularly noticeable across large surface areas or adjacent components
- Consistent or repeated grain imagery across components, especially in slab doors, tall panels, or continuous runs
- Directional grain appearance or alignment differences between components, except where vertically grain-matched options are specifically offered
- Visible seams or pattern transitions at joints, edges, or between adjacent components
- Slight variances from printed, photographed, or digital representations due to normal manufacturing tolerances and production batches

These visual characteristics are inherent to decorative laminate materials and do not affect performance or service life when properly specified, installed, and cared for.

CARE & ENVIRONMENTAL GUIDELINES

Protecting Your Investment

Fine cabinetry performs best in a stable, well-maintained indoor environment. Columbia cabinetry is built using high-quality materials, sound construction methods, and advanced post-catalyzed finishing systems engineered for durability, stability, and enduring beauty in residential applications.

Wood and professional finishes are natural and engineered materials that continue to respond to light, temperature, humidity, and everyday living. While Columbia's finishing systems are designed to be resilient and long-lasting, no finish is immune to environmental stress. Prolonged exposure to improper conditions or inappropriate care can compromise finish performance over time, including gradual deterioration of the cured coating film and its protective performance.

To protect your investment and support long-term performance, follow these guidelines:

- Maintain relative humidity between 35% and 50% and a consistent indoor temperature of 65–75°F (18–24°C). Use humidifiers or dehumidifiers as needed during seasonal changes
- Avoid prolonged exposure to direct sunlight, which can accelerate natural tonal evolution and affect finish longevity
- Wipe spills promptly and keep cabinetry dry, particularly around sinks, dishwashers, appliances, and bathrooms
- Use gentle, non-abrasive cleaners like dish soap diluted with water and a soft cloth; avoid harsh chemicals, solvents, ammonia-based products, or abrasive pads
- Do not hang damp towels or cloths over doors or drawer fronts, as trapped moisture can affect wood and finish performance
- Avoid prolonged exposure to moisture or direct heat sources such as kettles, toasters, or oven vents
- Allow a full seasonal cycle after installation for natural wood movement and acclimation

Failure to maintain appropriate environmental conditions or follow recommended care practices may result in wood movement, excessive warping, or finish deterioration and is not considered a warrantable condition.

WHAT WE STAND BEHIND

Columbia Kitchen Cabinets Ltd. ("Columbia Cabinets") warrants to the original homeowner that all cabinetry manufactured exclusively by Columbia Cabinets will be free from defects in material and workmanship under normal residential use for as long as the original purchaser owns the home in which the cabinetry was first installed.

For the purposes of this warranty, "Limited Lifetime" means the period during which the original consumer purchaser continuously owns the home where the cabinetry was initially installed.

This warranty is non-transferable and does not apply to subsequent homeowners or to cabinetry installed in rental, commercial, or other non-residential environments. Warranty claims must be submitted in writing within a reasonable time of discovery of the alleged defect. Columbia Cabinets reserves the right to inspect the cabinetry prior to authorizing any warranty remedy.

Products or components not manufactured by Columbia Cabinets—including hardware, lighting, inserts, or decorative accessories—are not covered by Columbia Cabinets and may be covered under the warranties of their respective manufacturers. Columbia Cabinets may, in its discretion, assist in facilitating claims with supplier partners on the homeowner's behalf.

HOW WE MAKE IT RIGHT

If a manufacturing defect is confirmed through inspection, Columbia Cabinets will, at its discretion:

- Repair the affected component, or
- Replace it with the same or a comparable product

If the original product, material, or finish is no longer available, Columbia Cabinets may substitute a product of equal or greater value that most closely matches the original style, material, and finish currently offered.

Costs related to removal, installation, reinstallation, labor, refinishing, shipping, transportation, or any incidental or consequential costs associated therewith, are the responsibility of the homeowner and are not covered under this warranty, regardless of who performs the work.

WHAT'S NOT COVERED

While we stand firmly behind our craftsmanship, this warranty does not apply to cabinetry that has been:

- Installed improperly or used outside of intended residential applications;
- Modified, altered, or repaired by parties other than Columbia Cabinets or its authorized representatives;
- Damaged due to improper installation or storage, misuse, neglect, abuse, or accidental impact;
- Damaged by exposure to high humidity, heat, cold, moisture, or water intrusion, including areas adjacent to appliances, sinks, plumbing fixtures, or bathrooms;
- Affected by failure to follow recommended care, maintenance, or environmental guidelines;
- Affected by normal wear and tear consistent with everyday residential use, including scratches, dents, abrasions, or finish wear resulting from everyday use;
- Affected by natural characteristics of wood and wood-based materials, including variation in grain, color, texture, movement, or finish appearance;
- Subject to visual and aesthetic preferences related to laminate pattern repetition, wood grain appearance, or component alignment, which are not considered warrantable conditions;
- Damaged by accidents, misuse, and Acts of God, including flooding, fire, or other environmental conditions beyond normal residential exposure or control;
- Associated with incidental or consequential costs, including labor, removal, reinstallation, or related property damage; or
- Affected or damaged by any other condition not resulting from a verified defect in Columbia Cabinets' materials or workmanship.

To the fullest extent permitted by applicable law, this warranty is in lieu of all other express or implied warranties, including warranties of merchantability or fitness for a particular purpose, and to the extent permitted, such warranties shall be limited in duration to the duration of this Limited Lifetime Warranty.

A LEGACY YOU CAN COUNT ON

Since 1970, Columbia Cabinets has been building cabinetry meant to last a lifetime—and we believe the strength of our warranty should reflect the strength of our craftsmanship.

Your cabinetry is more than a product; it's a partnership built on trust, care, and enduring value.

We are proud to stand behind every cabinet we make—for as long as you call it home.

WE'RE HERE FOR YOU

Should you experience a concern with your Columbia product:

- Contact your authorized Columbia Cabinets dealer, who will assist in documenting and submitting your claim
- Provide dated proof of purchase or sales receipt
- An inspection will be arranged by the dealer or Columbia Cabinets to evaluate the concern

If a dealer is unavailable, you may contact Columbia Cabinets directly:

Columbia Cabinets

Attn: Warranty Department

2221 Townline Road

Abbotsford, BC, Canada V2T 6H1 sales@columbiacabinets.com

OUR RESPONSIBILITY AND YOUR RIGHTS

Columbia Cabinets' obligation under this warranty is limited to the repair or replacement of the defective part, as determined by our review. Costs related to removal, reinstallation, labor, shipping, or transportation are not covered.

If an identical product or finish is unavailable, Columbia Cabinets will provide the most comparable current option.

This warranty is exclusive and, to the extent permitted by applicable law, is in lieu of all other warranties, expressed or implied, including warranties of merchantability or fitness for a particular purpose. Columbia Cabinets shall not be liable for incidental or consequential damages arising from product use or installation.

This warranty gives you specific legal rights, and you may have additional rights that vary by province or state.