

## TERMS, CONDITIONS AND PRODUCT INFORMATION.

These terms and conditions apply to all sales, installations, and work orders between the customers and USA KITCHEN INC. (1). DELIVERY: We cannot promise a specific delivery time before your scheduled delivery day. All work orders and agreements will state a shipping date. USA KITCHEN INC, shall not incur any obligation or liability to the purchaser for failure to ship by the specified date unless. USA KITCHEN INC, has agreed to an unequivocal shipping date in a separate signed written document executed by its authorized agents at its head office. (2). PAYMENTS: All orders require a 50 % payment as a deposit, 40% will be required at the time of Cabinet Delivery, and the remaining 10% will be paid on completion according to the agreement stated on the specific work order. All deposits are non-refundable. Once an order is in production, we cannot accept any changes or cancellations. All products remain the property of USA KITCHEN INC, until paid in full. The balance is C.O.D. Partial payments are not acceptable for the final balance due. Suppose the buyer fails to make the final payment USA KITCHEN INC, shall stop any work and/or services being conducted under this order and will collect and remove all products delivered to the buyer. Any payments not paid on the day of installation are deemed late. You will be charged for our cost and expenses of collecting past-due amounts including, but not limited to, reasonable attorney's fees, court costs, fees of collection agencies, other expenses such as telephone and postage charges, and administrative costs. Past-due amounts could result in a Mechanic's Lien being placed on your property. (3). INSTALLATIONS: Prior installations the customers must approve all projects, USA KITCHEN INC will provide the customer detailed computerized plans, renders and views for final approval, any changes after approval and finalized products are subject to charges and will be added to the final invoice. The following are not included: Appliances, Plumbing, electrical, or construction work (unless specified in the work order and this kind of job will be subcontracted with third parties), All kitchen cabinet installations are custom, they may take longer to complete than we anticipate, some installations may require multiple days to be completed. We strive to complete our work quickly and with the minimum inconvenience to you. However, we may take additional time to ensure the best result. To ensure your complete satisfaction, we ask that you make yourself available during the installation in the event questions arise. All children and pets must be kept clear of the work areas. (4). CLAIMS: All claims regarding the goods and services must be made during pick-up or delivery. Failure to make claims within the above-mentioned time set forth herein constitutes a waiver of such claims, and acceptance of such goods, services, and other items furnished. (5). CABINETS & WOOD DOORS FINISH ACCEPTANCE: Thank you for selecting your cabinetry from USA KITCHEN INC, Because of our dedication to customer satisfaction we feel it is important to explain some characteristics of the finish you have selected: All wood grain, pigmented or natural finishes will exhibit some color changes when exposed to light. Most wood parts are constructed using different species cuts; each cut may change color differently. This color change is caused by variations in the soil that the tree was grown in. These natural variations in graining and color inherent in the wood are to be considered acceptable; it is the beauty and nature of wood to have these variations and they are not to be considered reasons for replacement. (6). REFACING and REFINISHING: Refacing is considered repair, re-laminate, Repainting, and Refacing means putting a new face to old existing cabinets, such repairs do not guarantee the cabinets to be brand new. (7). GRANITE & QUARTZITE COUNTERTOPS: Granites and Quartzites are products of Nature; therefore, variations in color, shading, markings, and tone are characteristics of these materials. The customer has the option to select slabs. QUARTZ COUNTERTOPS: unlike natural stones, such as marble, granite, and soapstone, quartz countertops are categorized as man-made products. While they consist of natural quartz stone, they also include added resins, colors, and other materials to help enhance their strength and style. When considering man-made Quartz

countertops, there are several important things every customer should know: \*Composition:\* Quartz countertops are primarily composed of approximately 90-95% crushed natural quartz crystals, mixed with resins, polymers, and pigments. This engineered combination gives them durability and a variety of colors. \*Non-Porous Nature:\* One of the significant advantages of Quartz is its non-porous surface. This means it's highly resistant to staining, making it an excellent choice for kitchens and bathrooms. \*Durability:\* Quartz countertops are exceptionally durable and resistant to scratches, chips, and cracks. They can withstand everyday wear and tear and are less prone to damage than natural stone alternatives. \*Maintenance:\* Quartz countertops are relatively low-maintenance. They do not require sealing like natural stone surfaces. Regular cleaning with mild soap and water is usually sufficient to keep them looking their best. \*Variety of Styles:\* Quartz countertops come in various colors and patterns. Manufacturers can even mimic the look of natural stones like marble or granite, giving you a diverse array of design options. \*Uniform Appearance:\* Quartz countertops offer a consistent appearance: Unlike natural stones with unique veining and patterns. Some people prefer this uniformity, while others prefer the natural variations of stone. \*Seams:\* Depending on the size of your countertop space, seams may be necessary during installation. Discuss seam placement with your installer to ensure it's done inconspicuously. \*Heat Resistance:\* While Quartz can handle moderate heat, it's essential to use trivets or hot pads to protect it from direct exposure to high heat, as extreme temperature changes can cause damage. \*Environmental Impact:\* The production of Quartz countertops involves using resins and other materials, which may have an environmental impact. Some manufacturers are working to produce more environmentally friendly options. \*Longevity:\* With proper care, Quartz countertops can last for many years, making them a good investment in your home. By understanding these key aspects of man-made Quartz countertops, customers can make informed decisions about whether they are the right choice for their specific needs and preferences. No claims or adjustments will be made based on shading or color variations of these materials. All shortage or damage claims must be made immediately during pick-up or delivery. There are no returns on countertops once the customer has taken possession of the materials. (8). DECORATIVE MDF KITCHEN PANELS: Decorative MDF (Medium Density Fiberboard) kitchen panels are a versatile and cost-effective way to enhance the aesthetics of your kitchen. MDF is an engineered wood product made from wood fibers, wax, and resin that is compressed and heated to create a dense, stable board. MDF can be finished in various ways to achieve a wide range of decorative effects when used for kitchen panels. Here are some ways to use decorative MDF panels in your kitchen: (Cabinet front doors, Backsplash, Island paneling, Open shelving, Pantry doors, Floating shelves). MDF can be painted in various colors or finished with veneers. Maintenance: Remember that MDF is not as moisture-resistant as some other materials, so avoid excessive exposure to water and moisture. Regular cleaning and maintenance will help preserve the appearance of decorative MDF panels. Decorative MDF laminate panels, Policies & Limited Warranties: Doors, Drawer fronts, moldings, and accessories manufactured or sold by USA KITCHEN INC are warranted to the customer against defects occurring in the manufacturing process, USA KITCHEN INC also guarantees its Decorative MDF laminate products against delimitation, irregular surface discoloration, warpage or twisting for a period of two (2) years from the date of purchase. The warranty only covers defects as specified herein. It does not include defects or damages attributable to misuse or normal surface weathering, defects or damages caused by accident or fire or other casualty or acts of God, or any other causes of occurrences beyond the manufacturer's control. The exclusive remedial action provided for the customer hereunder shall be repair, restoration, or replacement of the products sold or manufactured by USA KITCHEN INC found to be

defective. Replacing new materials for those that may be defective may result in a color variance compared to the originally installed by USA KITCHEN INC products due to style and color changes by manufacturers and is not indicative of a defect. The manufacturer reserves the right to substitute such colors as are then being manufactured and is only obligated to match color and quality with such products as it is manufacturing at the time of replacement. We will repair or replace the warranted components at the following charges for material: Material will be covered at the net invoice price of the doors as sold by USA KITCHEN INC. (9). Exclusions and Conditions are an important part of your warranty. Please read carefully: This warranty specifically excludes the following: •Damage resulting from the product being installed in areas subject to abnormal heat, ultraviolet rays, cold dryness, humidity, direct sunlight, fire, collision with foreign objects, corrosive atmospheres, hail, ice or materials or any other acts of God or occurrences beyond the control of USA KITCHEN INC • Damage resulting from extreme moisture (bleaching, etc.), condensation and moisture formation where condensation is caused by excessive in-house relative humidity or by appliance generated steam vapors. • Damage resulting from impairment of structural strength or damage when fitting or applying hardware. Products installed in any area where temperatures will exceed 150 degrees Fahrenheit. THIS AGREEMENT SHALL BE GOVERNED BY THE LAWS OF THE STATE OF FLORIDA. The customer acknowledges that has read and understood the terms of this Sales Agreement posted online at USA KITCHEN INC website ([usakitchen.com](http://usakitchen.com)) being part of every order as a legal and binding agreement.

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