

General Information

Payment Policy/Terms

All orders for new customers and inactive accounts will require pre-payment until credit terms have been established. Payment terms of Net 30 days may be granted based on payment history and credit worthiness upon filling out a Mid-Michigan Wood Specialties credit application. Once these terms have been established, payment must be received and posted to your account within 30 days of the invoice date (**Not to be confused with the statement date**). Without a current, signed credit application, sales terms will be CIA (Cash In Advance). If your company is sales tax exempt, a current signed sales tax exemption form must be on file or sales tax will be charged. All accounts with a past due balance are subject to a 1.5% monthly service charge. Service charges are not negotiable. Credit card payments will be accepted as an alternative method from the terms above.

PLEASE NOTE: Due to the size of some orders, prepayment or a 50% deposit may be required to start your job. This also applies to all current accounts.

Warranty and Remake Policy

All of our products are guaranteed to be free from defects in material and workmanship for one year from the date of shipment. Tolerance for warpage on doors will be 1/8" from diagonal corners; size tolerance on doors and drawer boxes will be +/- 1/32". Doors that are taller than 48" or wider than 30" without dividing rails shall carry no warranty. We will expedite the production of replacements or repair of defective products as they were originally ordered and ship immediately. We will not be liable for additional costs incurred by the customer for finishing, installation, or labor to remove or install new product. We reserve the right to have defective products returned for inspection

PLEASE NOTE: Wood is a naturally produced product. Therefore, no two pieces of wood are alike. We carefully hand select all pieces so that our doors have minimal variation, but slight variations in color and grain pattern from door to door is measured as acceptable.

Product Guarantee

Our guarantee covers the replacement of doors and drawer fronts in an un-finished state and in good condition, as originally delivered. Any variation from our normal construction specifications is not guaranteed, i.e., reducing the thickness of the panel of frames. Doors are manufactured to the nearest 1/16th of an inch.

Product Samples

Sample doors of your choice will be provided at a discount.

PLEASE NOTE SAMPLE SIZES: Doors- 12"x15", Drawer Fronts- 12"x6"



General Information

Order Confirmation

Order confirmations are necessary for us to make sure that you will receive your order correctly. They also serve as a final way of double checking for mistakes. The order confirmation will contain all order information and have an approximate completion date. If you do not receive an order confirmation within 24 hours, please call us. We may have experienced a transmission problem. Do not re-fax before calling. The quantities, sizes, and door styles on the order confirmation are that of which will actually be going into production, regardless of any previous documentation or discussion. To avoid any costly remakes or time delays, *please review these descriptions carefully*. Once you have reviewed the confirmation, please sign and re-fax to us. **Production will not begin until a signed confirmation is received.** If your order was placed via email, please send a message back acknowledging that everything is correct. This signed confirmation acknowledges your acceptance that all items are correct and to proceed with the order as written. Changes may be made until the order hits the production floor, however there may be an additional incurred cost for re-processing of the change(s). Once production has begun, NO CHANGES CAN BE MADE.

PLEASE NOTE: The Estimated Completion Date listed is based on our actual production schedule at the time your order is entered. Any delay in returning the signed copy of the Order Confirmation to us may result in the estimated completion date changing.

Accelerated Orders

If you are in a hurry for your order, you can choose to have it expedited. Not all orders will have the option of being accelerated. This will depend on order size, specifications, available materials, and our workload at the time

PLEASE NOTE: You will incur a 20% up charge for all accelerated orders. NO EXCEPTIONS.

Sanding Procedure

Although our doors may appear to be ready for stain or paint, we recommend that all doors are re-inspected and re-sanded as needed before a finish is applied. Minor scratches or imperfections may occur from shipping and movement from our facility to yours. We perform the following sanding procedure:

- Doors are run through a wide belt sander at a grit sequence of 100, 150, and 180.
- Following the drum sander, cross grains are removed with a 150 grit orbital hand sander and all edges are knocked down by hand.

