

July 15<sup>th</sup>, 2017

# Eastman St. Woodworks

## Paint Awareness Form

Effective immediately, all dealers will need to submit our ESW paint awareness form and send back along with their order. This is a common practice in the industry to have, and sets out to the end user the expectations concerning their product from ESW.

In the past, we had relied on our dealers to communicate this to their customers. For the most part, it has been successful; however, we do occasionally get an order with issues in which the end users expectations might not have been as successfully communicated.

This form will further assist our dealers in communicating these expectations to their customer on what their final product will be.

Thank you.

David Sun, President

## Opaque Paint Finish Awareness Form

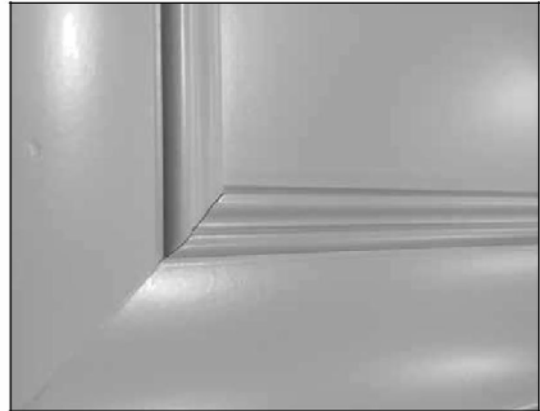
Thank you for choosing an opaque finish from Eastman St. Woodworks.

At Eastman St. Woodworks, our opaque paint door standard construction is a solid wood door frame with a MDF (medium density fiberboard) center panel. The face frame of the cabinet is made of solid wood. During the finishing process, we will apply a primer coat to the part, then fill in the gaps and level the surface before we apply the final topcoat. This provides durability and stability in the finish.

On all wood products, expansion and contraction of the wood is typical due to climate changes (temperature and humidity) over time. In addition, slight color shifts due to the natural exposure to sunlight and artificial light will also occur. Opaque finishes completely cover the underlying wood to create its unique look, but the instability in the wood will create seam lines in the finish, and joint separations may also be more noticeable. These will be most prevalent in the door stile/rail, panel joints, and face frame.

These characteristics of opaque finishes are normal occurrences, and are not a reason for product replacement, defectives, and/or refunds. By placing an order for an opaque finish with Eastman St. Woodworks, the dealer has read and understood this awareness form, and has also informed the end customer of the characteristics of opaque finishes.

**Eastman St. Woodworks will not be held responsible in any way in the event these characteristics appear initially or at a later date.**



I have read and understand the statements above and agree that the characteristics of opaque finishes from Eastman St. Woodworks are acceptable. I understand that neither Eastman St. Woodworks or the Eastman St. Woodworks Dealer listed below is responsible in the event that these characteristics are later found to be less desirable than expected.

Customer Signature

Dealer Signature

Customer Name (please print)

Dealer Name (please print)

This completed form must accompany your product order. Orders for opaque finishes will not be confirmed without a signed agreement.

Dealer Purchase Order Number

