

EXPECTATIONS WHEN DEALING WITH REFINISHED CABINETS

In an effort to educate our customers, here are some realistic expectations based on our experience with refinishing cabinets. 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. At Despres Painting, 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 in the first year, as well as the ability to drop off and pick up doors/drawer fronts at our shop for 3 years for free.

- 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 from temperature change and humidity, 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.
- 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.
- Our coatings are incredibly hard and durable, but they are not as flexible as other softer coatings. For this reason, we avoid caulking as much as possible to prevent cracking and other damage over time. Areas that we will caulk include: quarter round to baseboard/kickplate, scribe mold to cabinet, and poorly mitered crown mold joints. We do not caulk five-panel doors, where cabinets meet walls, ceilings, or each other or other gaps between cabinet trimwork.

- Open grain doors (oak) and doors with knots and other natural wood imperfections require more work to fill the pores and help to create a smooth surface. We do two coats of high-build, catalyzed primer and one topcoat 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.
- We use low-tack painter's tape and masking floor shell to protect your floors and walls. Low-tack painter's tape should not cause any issues and does a nice job to protect the floors, however, a wall/floor finish that is damaged by low-tack painter's tape is a sign of a failed finish and is the liability of the painting/flooring contractor and not Despres Painting.
- 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.

Integrity is at the forefront of everything we do at Despres Painting 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.