

Customer Service

Hours | M-F, 8AM to 4.30PM EST

Phone | 586.468.4765

Fax | 586.468.4861

Questions/Issues Email | support@jbcutting.com

Order Email | doororders@jbcutting.com

Placing an Order

Orders are accepted by using a JB Cutting order form and sending it via email, submitting it at our website or by fax. Phone orders are not accepted. Order forms can be downloaded at www.jbcutting.com.

Orders are accepted 24 hours a day, 7 days a week.

- Orders may be placed in inches or millimeters.
- Parts will be produced to (3) decimal places.
- Always order Width x Height.
- All pricing is per square foot and rounded to the nearest hundredth.
- 1.5 sq ft minimum charge applies per piece.

Incomplete orders will be placed on hold until missing information is obtained. Orders on hold are not in production and may incur extended lead times.

Lead Times

Lead times fluctuate by product line. The day after you receive your confirmation is business day one.

Products with an automatic 4 week lead time:

- N701, N702, N705
- All doors in the Artisan Series
- All doors requiring glass insertion

Remake parts due to freight or factory defect will ship within 2 days, when possible.

Same day shipping is not an option.

JB Cutting reserves the right to extend lead times depending on order volumes.

Order Confirmations

All orders are confirmed within 48 hours. Contact customer service promptly if you do not receive an order confirmation. JB Cutting is not responsible for increasing lead times due to an order not being received by the order entry department.

Due to the expediency of our lead times, once an order confirmation is received, JB Cutting considers the order in process. Any order discrepancy must be reported to customer service immediately.

Order Changes/Cancellations

Any changes or cancellations must be received IN WRITING.

- Not in production but confirmed - \$50.
- In production, machined – pieces changed are charged at 50%.
- In production, machined and pressed – full price.

Rush Order Service

JBC will make every effort to ship rush orders ahead of the standard lead time. Rush orders cannot be canceled or changed.

- Orders that total \$1-\$250 before shipping fees - \$110
- Orders that total \$251-\$1000 before shipping fees - \$385
- Orders greater than \$1000 at JBC discretion

Shipping & Delivery

Orders will ship via Fed Ex Ground or LTL based on the size of the order. Customers may request a shorter delivery time, but additional costs will apply. Deliveries to residential addresses, oversize deliveries and deliveries with lift gate will incur additional fees.

Acceptance and Receipt of Goods

When you sign the delivery receipt, you are signing for the parts being in good condition -- with the exception of any notations you have made on the delivery receipt. JB Cutting will not be responsible for any missing or damaged product that is not marked on the carriers delivery receipt. The word "DAMAGED" must be evident on the delivery receipt. **All claims of shortage and/or damages must be made with 10 days of receipt of goods.**

Good Practices:

Check the shipment while the driver is still on the premises

- Is the shipment yours?
- Perform a visual inspection
- Check for damage and package integrity
- Check for evidence of pallet stacking.
- Take photos
- Sign for the shipment as "DAMAGED"
- Ignore driver's suggestions in regards to wording

Poor Practices:

- Allowing the driver to rush or pressure you to sign the delivery receipt, this is your product now and you must be aware of what you are receiving
- Not counting the number of pallets and making sure they match the receipt
- Allowing the driver to leave without a full inspection of your freight

Concealed Damage

Should you discover concealed damage after signing for a shipment free and clear, it is your responsibility to prove that the shipment was damaged during shipping. You must notify JB Cutting customer service immediately.

Remakes

All damages, defects (concealed or not) and missing products must be reported immediately. Contact customer service: support@jbcutting.com.

3 items are necessary for JBC to process a remake:

- A photo of the damage
- A photo of the label on the back side of the door
- The drop dead date for the replacement piece to arrive

JBC reserves the right to request the return of defective or damaged product for inspection and will issue a return authorization.

Warranty

JB Cutting, Inc. will guarantee its thermoformed components for a period of five (5) years from the date of purchase. This guarantee is limited to raw materials or manufacturing defects only. Normal wear, improper installations, misuse, negligence or exposure to extreme heat are excluded from this warranty. If a failure in raw materials or manufacturing is determined, JB Cutting, Inc. will repair or replace this product only. We will not be responsible for any cost incurred indirectly for labor, transportation or inconvenience.

Cleaning

As with any material, smoke, oils, grease and sunlight will wear and discolor thermofoil. Fortunately, keeping thermofoil parts clean and looking new is very easily done.

Everyday spills and splatters can be cleaned with warm water and mild soap. If desired, a non-waxing spray polish will revitalize the dirty and aging parts. Harsh chemicals and cleansers such as acetone and lacquer thinners are unnecessary and will permanently damage thermofoil.

Thermofoil is sensitive to long-term heat exposure. Please keep this in mind when designing a kitchen layout. A heat shield is needed to deflect the heat generated by stoves, ovens and small appliances. It is always suggested to use stovetop hoods when cooking to help disperse heat properly.

How to Care for Super Matte 3DL (Thermofoil) Products

Super Matte 3DL (thermofoil) has a topcoat that gives it a soft "peach fuzz" texture. Keeping Super Matte thermofoil parts clean and looking new is very easily done.

Everyday spills and splatters can be cleaned with warm water and a soft cloth. Harsh chemicals and cleansers such as acetone and lacquer thinners will remove the Super Matte finish resulting in a shiny, uneven, surface that is permanently damaged.

JBC will not warranty Super Matte parts that have been improperly cleaned.



5 Piece Doors - Glass Insertion

Customer sourced glass insertion on 5 Piece Craftsman Poly doors may result in the door becoming out of square. Best results are obtained through JBC glass encapsulation. JBC will not warranty against warp in these situations.



JBC Installed Glass

Door Prepped for Glass - Not Ideal

Acceptable Quality Levels by Product Line

JB Cutting makes every effort to ensure our customers receive a high-quality product in a timely manner.

Below are our quality guidelines for 3DL parts (excluding high gloss)

- The part is held vertically (door) or horizontally (dwr) to best mimic how it will be installed
- All inspection is done at arm's length, held 36" away with a 5 - 10 second scan for flaws
- Dirt under the 3DL less than .06" x .06" not in a cluster will pass inspection
- Flaws on the back of a drawer front which will be hidden by the drawer box will pass inspection
- Defects on the side of a door which will not be evident when drilled on that side will pass inspection
- Melamine chips on the back less than .25" x .25" filled with the appropriate color fill stick will pass inspection
- Corner bridging on mullions less than .12" will pass inspection
- Warp tolerance is +/- 1/32nd on parts 18" x 48" (max length 94" - not warranted)
- Repetitive machine marks (CHATTER) will not pass inspection
- Repetitive sanding marks will not pass inspection
- Any gapping or pulling of 3DL at the edge of a part will not pass inspection

Below are our quality guidelines for High Gloss 3DL parts:

High Gloss films are extremely sensitive and can be difficult to work with. Although we strive for a completely clear surface, it is almost impossible with high gloss thermofoil. JB Cutting has established acceptable quality levels that customers need to be aware of when ordering high gloss.

- No bumps over .12" x .12" in diameter.
- No more than 3 bumps/spots per 24" x 24" section.
- No bumps in a cluster (4" apart or less).

Parts that fall into the above criteria will be remade however any other parts will be passed as acceptable.

Below are our quality guidelines for 5PC Craftsman parts:

- Chips .25" x .25" and under, on the back of door, will be filled with color matched fill stick.
- Scratches less than 3", on the back of door, will be filled with color matched fill stick.
- Discoloration of melamine under .5" x .5" on the back of door will pass inspection.
- Joint offsets are tolerable to +/- 1/32.
- Finished size of parts +/- 1/32 in length x width & +/- 1/32 diagonal to diagonal will pass inspection.

Below are our quality guidelines for 5PC Artisan parts:

- Melamine chips .25" x .25" and under, on the back of door, will be filled with color matched fill stick.
- Scratches less than 3", on the back of door, will be filled with color matched fill stick.
- Discoloration of melamine under .5" x .5" on the back of door will pass inspection.
- Edgebander cut-ins are not allowed on the face, but are permissible on the back.
- Finished size of parts +/- 1/32 in length x width & +/- 1/32 diagonal to diagonal will pass inspection.