

EXPECTATIONS WHEN DEALING WITH REFINISHED CABINETS

We do our best to serve our customers at a high level and we specialize in cabinet refinishing. We believe in letting you know the expectations based on our experiences and the experience of the many refinishers in our network. In an effort to educate our customers, below are some realistic expectations.

- At Renew Painting, we refinish cabinets using a water-based 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 do if they are heavily abused.
- 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 in the wintertime, you may notice a slight line where the panel meets the stiles and rails. Regulating the temperature and humidity in your home will minimize this expansion and contraction.
- Five-panel doors have tiny gaps where the middle panel meets the rails and stiles. Depending on previous coatings that have been applied to the doors there could be a build-up of material in these gaps. This is called bridging. It may not be noticeable until we start spraying the doors. We will call this to your attention and develop a plan of action to ensure a quality result, but is not possible to know this until we begin the process and therefore not accounted for in the original estimate.
- When we refinish cabinets that have an existing, painted coating, we can only guarantee that our coating will bond to the present top layer. We have seen instances where a door was later chipped to the wood, and we are not responsible for this type of occurrence as our coating was not bonded to the wood. If the previous coating fails the cabinet will chip to reveal the original wood finish, and we are not responsible for this.
- We use low-tack painter's tape and rosin or roofing paper to protect your floors. Low-tack painter's tape should not cause any issues and does a nice job of protecting the floors. A floor finish that is damaged by low-tack painter's tape is a sign of a failed finish and is not the liability of Renew Painting, LLC.
- There may be imperfections that are not noticeable when the cabinets are dark. However, when transitioning to a light color or white, those imperfections can stand out. Some of these imperfections may include but are not limited to door warping, large gaps where cabinets meet the walls or ceiling, cabinet boxes not being square, and alignment issues due to improperly installed cabinets. We strive to ensure that everything within our control is perfect but there are some things that are out of our control with regard to the actual structure of the cabinets.
- If there are functional issues with current hardware (hinges), 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.
- Open grain doors and doors with knots and other natural wood imperfections require more work to fill the pores and help to create a smooth surface. We will do two coats of primer and two coats 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.

