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Cabinet Orders over \$10,800.00 including: Full Frame Assembled cabinets and cabinet accessories
Accessory Orders (Does not include cabinet accessories) over \$1249.00 including: Shelf and drawer accessories may be subject to additional shipping fees
Hardware Orders over \$1049.00 including: Sink
Orders - All receive over \$1,200 are set for free shipping
Ordering Policies If you use AristaKitchens.com, you are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer, and you agree to accept all responsibility for all activities that occur under your account. You must be of legal age to make any purchases on the AristaKitchens.com website. You agree that all information that is entered into the system is true to the best of your knowledge. AristaKitchens.com reserves the right to refuse service, terminate accounts, remove or edit content, or cancel orders in its sole discretion. AristaKitchens.com hours are Monday - Thursday from 10:00am - 5:00pm (EST) and Friday from 10:00am - 5:00pm (EST) at 516-605-2129 or info@AristaKitchens.com.

A confirmation email will be sent to the customer after the order is received and credit card authorization is approved. All online orders are final on the sale. It's the responsibility of the customer to verify the confirmation email and make sure that everything is correct. Please verify your items before placing your order. All online orders from AristaKitchens.com are custom orders so we DO NOT accept order cancellations or returns. All orders must be paid in full in order to be processed.

AristaKitchens.com will not hold orders once they are placed. You will be required to accept the delivery

in the “normal” time period. All approved refunds will take approximately 7-14 business days to reflect back on the credit card. All refunds will be issued to the original form of payment. Orders may be subject to tax. For purchases where sales tax is applicable, you will see the tax calculated on the checkout page prior to submitting your order. In addition, some states may require you to file Use Tax for online purchases. Check with your local taxing authority for additional details.

If for any reason an item is out of stock, you will be notified via email with the items backorder status. Due to the rapid pace of our industry, the availability of our current products is constantly changing. Some vendors will discontinue a product that we are not aware of, thus forcing us to refund your order. If the site displays the item IN STOCK, yet we are unable to fulfill the order, we will do everything we can to meet your order needs. Design Service Policies AristaKitchens.com offers a free design service to all our clients. We will help you design your project; however, it is the customer's responsibility to verify all designs before making any purchases. AristaKitchens.com does not guarantee or take responsibility for any designs. All designs are based on customer preferences. Our professional designers have been trained to help you with your project to the best of their knowledge. There are no hidden fees or binding obligations. You do not need to fill out any credit card information; we just need your name, email address, and phone number to get started. All designs are recommendations based on the information that we are given. All information must be submitted in writing, not verbally.

By checking out and purchasing cabinets, the customer acknowledges that they have approved everything listed in the quote provided by AristaKitchens.com. If an order is received and the customer does not like the design, AristaKitchens.com will not be responsible to provide new cabinets. Contractor Program Policies Our Contractor program is for licensed contractors and remodelers that are involved directly in the kitchen and bath industry. All applicants will be required to provide proof of active business entity to be considered for the program. AristaKitchens.com reserves the right to determine eligibility of all applicants based on the information provided. AristaKitchens.com reserves the right to change any or all details of the program at any time, without prior written notice. Contractor accounts may also be subject to reclassification at any time. Any questions regarding terms, conditions or eligibility may be submitted to info@AristaKitchens.com. Not to be combined with other general advertised promotions. Advertised promotions will not apply to the contractor customer groups, unless otherwise specified. All customer groups including contractors are subject to all other general terms and conditions. Promotion Policies All sales, promotions, and coupon codes are subject to change without notice and only available on new purchases through AristaKitchens.com' public website. Offer cannot be applied to previous purchases or combined with any other offer; additional exclusions may apply. 2 Sale promotions and coupon codes may have limit restrictions depending on the promotion. Certain minimums may be required for the coupon code to be valid. Product Policies Kitchen Cabinet Policies Delivery & Shipping Standard In-Home Delivery - AristaKitchens.com offers an in-home delivery service that will allow our customers to enjoy the luxury of a first-class delivery made directly to their home. The delivery crew is responsible to bring the cabinets into the first dry area of the home. The crew will not open the boxes unless there appears to be external damage that needs to be inspected. The crew is not responsible to stay while you open all the boxes, you have 30 days to report concealed damage. Deliveries will be made on a box truck that will consist of a crew of two team members. You can expect the crew members to greet you with respect, be in uniforms, examine the area that the cabinets will be carried to, and protect the delivery area. Delivery days will vary for each specific location.

Deliveries are only made to certain areas on certain days of the week on the next available truck. If you would like to find out what days our trucks are in your area you may contact customer service and we will be happy to provide you with that information. Restricted Area Home Delivery - (CALL FOR QUOTE) If your delivery location has additional restrictions and requires custom delivery not offered in the standard in home delivery a quote will be provided. Special cases include but are not limited to: ferry or bridge toll, located in remotely rural area that our normal service doesn't cover, densely urban areas, and elevator access. Restricted home delivery access will have additional charges and may require extended lead times for delivery based on your location circumstances and available delivery agent. If you have questions about your delivery location please call Customer Service. If you place an order and we determine the area is not serviced by our standard in home delivery we will contact you at that point to give you a quote. Rush Order Delivery Generally shipments are in 15-25 business days. Some restrictions may apply. To Qualify: An order can only consist of 8 total items or less (including multiple quantities of the same item), with no more than 2 cabinet boxes. If the requirements are met the order automatically qualifies for expedited manufacturing. AristaKitchens.com determines if the item is considered a cabinet box. If the order does not meet these requirements, it cannot be expedited. Some restrictions on certain items may apply. Larger items including but not limited to pantries, oven cabinets, base corner cabinets and large skin panels will not qualify for expedited shipping due to manufacturing and shipping restraints. Certain locations will limit the delivery options available for particular items due to the nature and size of the products. All expedites will ship via tailgate delivery through a third party (LTL, UPS, or FedEx). The carrier will NOT bring the cabinets into the home. The customer will be responsible to unload the cabinet boxes off the tailgate of the truck. Some restrictions may apply. Replacement Order Delivery All claims that are approved will ship in 10-12 business days after the claim has been processed. All claims must be sent to the claims department with the appropriate photos. See the replacements page for more information. All replacement orders will ship via tailgate delivery through a third party (LTL, UPS, or FedEx). The carrier will NOT bring the cabinets into the home. The customer will be responsible to unload the cabinet boxes. Some restrictions may apply. 3 General Shipping Policies Someone at least 18 years of age must be present to accept the cabinets. Customer must have an area ready to accept the cabinets that is clean, dry and able to fit all the cabinets. The trucking companies will not help clear space for the cabinets. The driver will not unpack the cabinets boxes due to time restrictions; however, if a cabinet box appears to be damaged you may ask to remove the cabinet from the box for further inspection.

The driver is not responsible to haul away any trash. AristaKitchens.com will ship all orders in the timeliest manner possible, however is neither responsible nor liable for any delays in the shipment of your product due to manufacturing delays or any other unforeseen delays that are out of AristaKitchens.com control. Some items are shipped using a third party shipping company (UPS, FedEx, National Freight Carrier, etc.) that is not affiliated in any way with AristaKitchens.com. Only the necessary customer information will be provided to the shipping company. All products are shipped to one customer and to one location in the United States (excluding Hawaii & Alaska). Deliveries include ONE attempt by the shipping company to deliver the product to the consumer. All shipping notifications will be sent via email. If for any reason the customer is unavailable to accept the order and the product is undeliverable under any circumstances, the customer will be responsible for any extra shipping and handling charges. Delivery to your address may be limited by location or other circumstances. We reserve the right to change delivery methods and/or carriers. If a scheduled delivery cannot take place due to weather, truck issues etc., the delivery agent will call and reschedule.

AristaKitchens.com is not responsible for lost time or wages due to a shipment being delayed. AristaKitchens.com will ship anywhere in the Continental United States that has normal access and does not require special handling to reach the site (excludes Hawaii and Alaska). All products can be shipped to businesses with or without a loading dock, residences, and construction sites. Receiving Policies CHECK YOUR ORDER TO MAKE SURE IT IS COMPLETE. You are responsible to check and make sure that all items on the order sheet/packing list are delivered by the shipping company. All missing and visibly damaged items must be clearly marked on the driver's paperwork. Make sure to get a copy of the Bill of Lading that includes both the driver's and the customer's signature. The bill of lading (driver's paperwork) indicates the number of cartons, not necessarily the number of items. You must check that all items on the order have been received before you sign the paperwork. After all boxes are received sign off on the drivers paperwork. Once the customer signs off that all cabinets are received, AristaKitchens.com will not be responsible for missing items. Missing Items Policies CUSTOMER IS RESPONSIBLE TO MAKE SURE ALL ITEMS ARE RECEIVED. Inspect for any visible damages to the boxes and make sure all products are received in the presence of the carrier representative. If you detect any missing items from the shipment, you must document them in writing on the paperwork provided by the driver. Make sure to note the paperwork in front of the carrier and have the driver sign the paperwork. Report the issue to AristaKitchens.com immediately via our Claims Submission Form .

AristaKitchens.com will not be responsible for any missing items that are not clearly marked on the Bill of Lading (paperwork) you sign from the driver. If you sign and accept the delivery you are agreeing that all the items in your order have been received, minus any backordered items that you have already been notified about. 4 Note that some items are packed together in a single box (example: trim, molding, toe kicks). Please inspect the boxes to make sure that all your pieces are accounted for and if there is anything missing YOU MUST inform the driver before he leaves the prem Damage/Defects Policies Please inspect all boxes for visible damage in the presence of the carrier representative, they will not wait for you to open every box. If you detect any visibly damaged or defective items from the shipment, you must notify in writing on the Bill of Lading (driver's paperwork) in front of the carrier and report the issue to AristaKitchens.com immediately via our Claims Submission Form . AristaKitchens.com is not responsible for loss or damage that occurs during shipment after you give the carrier a clean receipt. All damages that are caused during the delivery process are not covered under the warranty. All unconcealed damaged items must be reported on the bill of lading (driver's paperwork) at the time of delivery. All claims then must be reported to AristaKitchens.com via our Claims Submission Form by sending the info regarding the issue and pictures showing the damage. No claims will be allowed without the proper paperwork signed by both you the consumer and the carrier representative. All concealed damaged items must be reported within 48 hours after the product has been delivered. All claims then must be reported to AristaKitchens.com via our Claims Submission Form by sending the info regarding the issue and pictures showing the damage. Clear photos showing the damage or defective items will be required to process any claim. IF THE CABINET OR CABINET ACCESSORY HAS ALREADY BEEN INSTALLED WE WILL NOT ACCEPT THE CLAIM OR REPLACE THE CABINET. Photos must be taken before the cabinets or parts are installed. All product verified correctly as defective will be shipped at no charge. If you have any questions or concerns, please contact us at 516-605-2129. Cabinet Replacements Replacements still need to go through production since the cabinets, as well as cabinet parts and accessories, are not stock items and will take approximately 10-12 business days to ship. AristaKitchens.com will replace only the parts of the cabinet that are damaged. If only a door or drawer needs to be replaced, we will not replace the entire cabinet. AristaKitchens.com is not responsible for

the assembly of the new part. AristaKitchens.com is not responsible for any additional fees incurred. Return/Cancellation/Mistake Policies NO RETURNS on kitchen cabinets or cabinet parts and accessories. All cabinet orders are built to order and are manufactured particularly for that customer.

AristaKitchens.com does not accept cancellation of orders or accept any returns, so please review all orders carefully. We offer free design services to help the customer buy with confidence; however, we do not accept any design related responsibility. If a mistake is made during the checkout process, you may contact AristaKitchens.com via email at info@AristaKitchens.com immediately to try and resolve the issue; however, AristaKitchens.com reserves the right to deny any requests. Sink Policies Brands: will be listed on the website only and does not include any in store purchases. And will be charge an extra shipping fee. Global Sinks does not apply from either in store or from website AristaKitchens.com.

General Policies Sinks ship in 15-30 business days via FedEx or UPS ground shipping. Sinks combined with other non sink items may be charged a shipping fee. Customer does not need to be home to accept the delivery. Returns must be approved by AristaKitchens.com. Customer must SUBMIT RETURN REQUEST HERE for approval and return instructions. Customer will be subject to a 20% Restocking fee on all items returned and will be responsible to pay the return shipping on all items returned. No returns after 30 days of receiving your order. Any missing or damaged items must be reported within 3 business days of receiving the order. Once an order has been processed you cannot cancel the order. Hardware Policies Brands: Hardware #1 Hardware brand #2 General Policies If AristaKitchens.com does not have the items in stock we will have it shipped directly from the manufacturer to the customer. This can add additional 1-5 business days to the overall shipping. Sometimes items are discontinued by the manufacturer and AristaKitchens.com is not notified. If you order an item that was discontinued AristaKitchens.com will refund your entire purchase and you will be notified via email. Customer does not need to be home to accept the delivery. Returns must be approved by AristaKitchens.com.

Customer must SUBMIT RETURN REQUEST HERE for approval and return instructions. Customer will be subject to a 20% Restocking fee on all items returned and will be responsible to pay the return shipping on all items returned. No returns after 30 days of receiving your order. Any missing or damaged items must be reported within 3 business days of receiving the order. Once an order has been processed you cannot cancel the order. Accessories Shelf and Drawers Disclaimer for Painted Wood Cabinetry Please be aware that wood expands and contracts. With painted cabinetry, this natural process will create open joints in the painted finish. An open joint line is not considered a defect and it is widely accepted in the kitchen cabinet industry. Some people think joint lines actually add to the appeal of painted cabinets. The finish will still protect the surface, and the structural integrity of the joint will not be affected. These issues are shared by every manufacturer of painted all wood cabinets, and are not unique to AristaKitchens.com. Wood may expand and contract differently from cabinet to cabinet. Even joints within the same cabinet may behave differently. Some joined wood may not show any joint lines, others may be slightly visible, while others may display easily visible joint lines. Joint lines also may occur due to the repeated impacts from normal everyday use. An exposed open wood joint can be damaged from prolonged exposure to water or heavy moisture. Therefore, wipe off any excess moisture from cabinet surfaces as soon as possible.

Discoloration: All Paints, especially lighter colors, are susceptible to discoloration due to airborne particles such as cooking, grilling, tobacco smoke, fireplaces or candles. Prolonged exposure to natural or artificial light may alter the finish color. Moisture may also discolor the finish. Monitor and reviewing

from web site Every monitor colors are different and depending on the display from AristaKitchens.com web site cabinets colors, size, fonts, may look different. Warranty Policy AristaKitchens.com hereby warrants to the original purchaser, for residential applications only, that all items are free from defects in material and workmanship. The warranty runs for as long as you own the home and begins upon the date of delivery. AristaKitchens.com has the right to determine if the product is repairable or replaceable and does not include any labor for removal or replacement of the new product. This warranty does not extend to defects caused by: improper handling, storage, installation, assembly, modifications or alterations to the product, extreme temperatures, intentional damage, fire or water, acts of nature, harsh abrasive chemicals, accidental misuse, or normal wear and tear. Cabinets are made of natural wood and may vary in texture, color or wood grain, and exhibit subtle changes over time. These variations are considered natural and are not covered under the AristaKitchens.com warranty program. All warranty claims MUST be made via our Claims Submission Form and must have pictures along with a detailed description of the defects. After AristaKitchens.com reviews the claim within a 72 hour period or three business days they will, at their discretion, determine to repair or replace the defective product based on the manufactures warranty policy.

AristaKitchens.com will be responsible for all shipping and handling fees if a valid claim is approved. Applicable Law By using any AristaKitchens.com services, you agree that the laws of the state of New York, without regard to principles of conflict of laws, will govern these conditions of use and any dispute of any sort that might arise between you and AristaKitchens.com. All disputes will be filed in Nassau county under New York Law. Mon - Thurs: 11am - 5pm ET Fri: 10am - 5pm ET Sat & Sun: Closed National Holidays and state holidays. Privacy Policy Terms of Use Copyright © 2021 AristaKitchens.com As AristaKitchens.com remains open for business, we are doing everything possible to keep our customers and employees safe. We are following all the CDC guidelines, along with all state mandates. We do expect some manufacturing and response time delays. For more information please email info@AristaKitchens.com . SHIPPING - Current delivery times will likely extend past the normal delivery timeframes. Our manufacturer is currently open but working in a limited capacity. We are facing major constraints going to the following states: NY, CA, PA, OR, CT, DE, IL, KY, LA, NV, NJ, OH. We continue to update this as information becomes available. 7