

06-07-2011

Re: Order # ----

At the end of April, we ordered a set of kitchen Arts and Crafts maple kitchen cabinets. This kitchen was not local to us. While we are aware that Kabinart frowns at online cabinet sales, we find that many people's local dealers are selling at inflated prices, are not helpful at all in areas of customer support (and there have been reports of downright hostility), or in a lot of cases have just gone out of business. Thus, they end up visiting our site and talking to us about their kitchens. While we are often able to move them from Kabinart to another line (because Kabinart doesn't want us selling their cabinets online) sometimes a customer wants a particular Kabinart door and color they have seen somewhere. This order was such a case, and unfortunately it has been plagued with trouble ever since I placed the order.

Initially the order was for Arts and Crafts Maple in a Sable color. The customer requested a few color samples, which I sent out, and the Sable chip didn't match what she'd seen somewhere else. I had another, brand new, sample sent out. It was also different. I compared all of the samples (we have three here, plus a whole door in maple Sable) and not a one of them matches another. You and I spoke about this once before I think. I understand grain variations (rift or quartersawn vs plainsawn lumber) and how some parts of the wood will take a stain differently than other parts, sap wood vs heart wood, etc, but it still doesn't quite make sense how these color samples can vary so much from one to the other.

Nervous about what she'd end up with, she asked me to change the order to a cherry door with Toffee finish. Kabinart allowed the last minute change, and everyone on my end appreciates that. She has the cabinets now, and is very happy with the door style and color.

The second problem we had was with the Decorative Base molding on the order. Each piece was scuffed up enough to be useless. Apparently they're not wrapped before they get put into boxes at the factory, and all of the rubbing en route removed a good amount of finish.

The third problem is with a CB3933R. I haven't seen a good picture yet, but it seems the drawer wasn't aligned properly. The back of the cabinet didn't have holes for one of the plastic glide anchors, and it was screwed to the cabinet. The customer wasn't impressed with a misaligned drawer, and was even less impressed with the inch or so of screw that was poking out the back of the cabinet. I can only hope that he can re-screw the glide anchor so that the drawer sits well in the cabinet. This is actually the second drawer problem we've had lately. Order # ---- contained a drawer base with a front that tipped out. I was able to fix this long distance by writing a tutorial on a private site of mine (<http://www.thebestcabinetsite.com/construction/fixing-out-of-alignment-kabinart-drawers>); last I knew, that customer followed along and everything worked out in the end.

The fourth problem is with the lazy susan cabinet I ordered. Because I use 2020, and because I assume the updated 2020 catalog is correct (otherwise there is really no point in using it), I ordered a BLS. In 2020 it shows the cabinet taking up 36 inches along both walls that it rests against, and this is identical to how 2020 pictures an SCERSS. It is only after receiving a frantic email from the customer and grabbing a spec book that I realized your 2020 catalog was not accurate at all. The cabinet I ordered performs the exact same function as the SCERSS, but this is a small kitchen and the BLS doesn't have as much internal storage space. While I see that this is at least partially an error on my part, I believe that ultimately it was a problem with the tools Kabinart gives to dealers for designing and quoting kitchens. There are no notes that pop up in 2020 (like there are for available finishes) when one tries to use a BLS in a design, its floorplan footprint is inaccurate, and the 3D model shown when changing attributes shows an SCERSS. I believe someone at Kabinart should have seen this whenever the BLS was added to the catalog and made the change then. For very odd cabinets, it makes sense to grab the spec book while using 2020. But I find it hard to believe designers should be expected to check up on even the most mundane of cabinets (like a lazy susan corner base), as this makes using 2020 a useless endeavor; it would be quicker to just hand quote everything. The discrepancy must have been a big enough concern on Kabinart's end, as I understand there was an updated 2020 catalog put out yesterday with the fix for this issue.

The fifth problem is all my fault. The customer ordered a B12 with a full height door, and I was supposed to order the door loose, with no hinge routes. There will be a pull out spice rack going in this cabinet.

I need to resolve these problems at no cost to the customer, and at a minimal cost to us. I also need to have it done before the end of the month; the countertop install is scheduled for 6/30, and the customer will need a couple of days to install the new pieces.

I would appreciate Kabinart shipping new base molding, an SCERSS, and an additional door for the full height B12 (with no hinge routes) directly to the customer. The customer is going to live with the botched blind corner cabinet. There should be no charge for the molding. I also don't think there should be a charge for the SCERSS, other than the difference between that and the BLS. We'll pay for the door with no questions asked.

We need these issues addressed before the attached attached order (PO# ---) goes into production. I don't anticipate any more of these problems, as we've replaced Kabinart doors on our website with a link to the Kabinart site.

Sincerely,

Craig Parker