



Dear Kemper Customer,

Congratulations on your selection of Kemper cabinetry in Rustic Hickory. Because of its unique characteristics Rustic Hickory is quite different from other wood types you may be familiar with. Your satisfaction is important to Kemper, and we want you to fully understand the characteristics that make Rustic Hickory so distinctive.

Rustic Hickory is a strong, heavy hardwood known for distinctive graining patterns. Color will vary from nearly white to dark brown, with wild, flowing grain patterns and dramatic color variations. Rustic Hickory can have a fine uniform grain to large knots appearing black and brown in color of various shapes and sizes, sapwood, mineral and some checking.

**Sound Closed Knot** (not moveable) – Expected up to approximately 3” diameter.

**Sound Knot with Cracks** – Expect sound knots with open cracks up to approximately 1” length.

**Open Knot** (through door) – Expected with open area up to approximately 3/4” diameter.

**Unsound Knot** (moveable core) – Not to be expected.

**Worm Holes/Pin Holes** (can go through the door) – Can be expected up to 1/4” diameter.

**Worm Tracks** – Can be expected in sizes up to approximately 1/8” wide by 8” long.

Note: 3/4” diameter is about the size of a penny. Holes created by open knots pass completely through the door and are desirable for this rustic look.

Doors, drawer fronts, and selected trim items will feature rustic characteristics. Other areas of the product will utilize standard Hickory.

The natural characteristics of wood described above and variations in grain patterns and color are not considered reasons for product replacement. We mention these characteristics because neither Kemper nor your Kemper dealer can be responsible for these conditions and variations.

Accordingly, we ask that the following agreement be signed for Rustic Hickory orders.

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I have read the foregoing and find the characteristic variations of wood with Rustic Hickory are desirable. As such, I agree not to hold Kemper and/or the Kemper dealer listed below responsible in the event that these characteristics are later found by me to be less desirable than I had expected.

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Customer Signature

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Dealer Signature

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Customer Name (please print)

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Dealer Name (please print)

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Dealer Purchase Order Number