



TEAM DIRECTORY

GENERAL INFORMATION

<u>NAME</u>	<u>TITLE/RESPONSIBILITY</u>	<u>EXT</u>	<u>EMAIL</u>
Customer Service.....	General Inquiries	540-438-5973 ...	CustomerService@RiverRunCabinetry.com
Order Inquiries	(for items not on Online Order Site)		Order@RiverRunCabinetry.com
2020 Kit File Order	Submitting 2020 KIT files/orders		2020Order@RiverRunCabinetry.com

CUSTOMER SERVICE

Kimberly Goodman	Customer Service Manager	463	KGoodman@RiverRunCabinetry.com
Wanda Shirley	Customer Service Rep	452	WShirley@RiverRunCabinetry.com
Dawn Edwards	Customer Service Rep	464	DEdwards@ClassicDistribution.us

SHIPPING

Alex Arevalo.....	Shipping Supervisor.....	323	AArevalo@ClassicDistribution.us
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ACCOUNTING

Ramona "Mona" Moyers..	Jr. Accountant (AR/AP).....	444	RMoyers@ClassicDistribution.us
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SALES & MARKETING

Jeff Diener	National Sales Manager.....	100	JDiener@RiverRunCabinetry.com
Carol Swinehart	Marketing Manager	433	CSwinehart@ClassicDistribution.us



SHIPPING PROGRAM

RiverRun Cabinetry

CYCLE SHIP PROGRAM

- This program offers our dealers better service with regular scheduled deliveries on our trucks, fewer shipping damages and reduced shipping costs with a landed multiplier. Contact your Sales Rep or Customer Service to see if you qualify for this program. (Certain restrictions apply.)
- The majority of our dealers use this program as long as they meet the following delivery parameters:
 - ☐ Dealers will need to be able to receive delivery from a 70' truck (cab + trailer) If not, the order will be delivered to a nearby final-mile warehouse, and the freight company will coordinate delivery to your location. Any additional final-mile delivery charges will be invoiced after delivery.
 - ☐ Delivery address must be serviced by the customer to unload cabinets off the back of the trailer
 - ☐ Commercial Dock Required OR two people available (when truck arrives) to unload cabinets.
 - ☐ For Job site delivery needs, please consult Customer Service for available options.
- Current Cycle Ship Programs include the following areas (subject to change):
 - ☐ VMD - VA, MD, DE
 - ☐ Northeast - eastern PA, NJ, NY, CT, RI, MA, VT, NH
 - ☐ Southeast - NC, SC, GA, FL, AL
 - ☐ Prairie - southern WV, KY, TN, IL, southern WI, IA, MO, NE, KS, eastern CO
 - ☐ Midwest - MI, OH, western PA
- \$250 additional charge for all deliveries to metro NYC (NY, NJ, LI)
- For orders under \$1,500 an additional \$150 cycle ship fee will be added to your freight costs by Customer Service after the order is placed. (This EXCLUDES items such as Sales Aids and most Trim items, that can be shipped via FedEx.) You can avoid this fee by either adding items to this order or placing another order for delivery at the same time.
- Freight Surcharges may be added to all orders (including pick-up) to cover inbound freight costs

CALCULATING FREIGHT COSTS FOR LTL SHIPMENTS (NON-CYCLE SHIP ORDERS)

- For dealers unable to use our Cycle Ship Programs, a freight grid will be created for you when your account is set up. Freight costs are based on the weight of your order and its destination.
- Customer Service will calculate orders that weigh less than 500 lbs or greater than 3000 lbs.

SHIPPING ADDRESS CHANGES

- Changes to a shipping address after order confirmation will result in possible shipping delays and administrative fees.

REGISTERING NEW SHIP TO LOCATIONS

- Contact Customer Service to set up new Ship To addresses. Please allow at least two business days for new addresses to be approved and set up in your account.
- If you are shipping to a new address that has not yet been approved, Customer Service will calculate the freight costs after you submit the order and will bill freight separately.
- Please notify Customer Service if ship to addresses require any of the following services.
(LTL companies may charge higher fees on site, direct to you, if these are not noted prior to delivery.)
RiverRun will invoice customers for any accessorial fees incurred at time of shipment. Unpaid fees will result in a block on the account. Customers should address disputed fees directly with LTL companies.
 - ☐ Notification of delivery beyond tracking number
 - ☐ Lift gate services (required if you do not have two people to unload cabinets off the back of the truck OR a truck height dock)
 - ☐ Residential/limited access area

CARRIERS

- Carriers are selected based on the most economical rates. If you wish to choose another carrier, please contact Customer Service.
- Orders will be shipped palletized for LTL shipments only. Be sure to have proper equipment for receiving. This option is not currently available for our Cycle Ship Programs.
- Small items may be shipped via FedEx; however, a damage disclaimer may be required. Please contact Customer Service for details. Single assembled cabinets cannot be shipped via FedEx.

PICK UPS

- Pick up orders are available and must be picked up with 24 hours of the availability date.
- Orders not picked up within the 24 hour time frame are subject to storage and handling fees of \$20 per pallet per day.

SHIPPING EXCLUSIONS

- Items measuring 96" or longer must be picked up from the warehouse or shipped through the Cycle Ship Program. These items are not eligible for shipping via FedEx or LTL.

MISSED DELIVERIES

- Refused orders or missed deliveries will be charged a minimum of \$500 re-delivery fee.

MISSING ITEM(S) FROM DELIVERY/SHIPMENT

- In the event that you have a missing item(s) from a delivery, please notify Customer Service of the missing item(s) using the Warranty & Replacement Form found on the Online Order site, listed in the top menu bar, under "Warranty."
- Missing item(s) must be reported within 15 days of delivery.



DEALER AGREEMENT - RESPONSIBILITIES

RiverRun Cabinetry

This document outlines the expectations and responsibilities regarding product care, warranty conditions, and RiverRun Cabinetry policies. By signing below, the dealer agrees to the terms described in the following sections.

1. Delivery Inspection:

- Upon delivery, the dealer must thoroughly inspect all cabinets and products and ensure that qualified personnel are available to unload the truck. Any damages or shortages must be documented on the signed delivery receipt; items not noted on the receipt may not be eligible for replacement. For replacements, the dealer is required to submit the warranty form along with photos of the damage.

2. Minor Repairs and Adjustments:

- The dealer is responsible for addressing any minor damages incurred during shipping. This includes performing necessary touch-ups and final adjustments on doors and drawers. All labor costs associated with warranty services are the responsibility of the dealer.

3. Jobsite Support and Resolution:

- If an issue arises after delivery at a jobsite, the dealer (or a dealer representative) will visit the site to determine an appropriate solution. When on-site service is required, the dealer or their representative must be present at the start of the work to ensure a clear and shared understanding of the required tasks. Once the work is completed, a dealer representative must be present to verify that the work meets the customer's satisfaction.

4. Warranty Claims:

- All damage and warranty claims must be submitted through the **Online Order System Warranty Form** and include photos of the issue. Shipping damage must be reported within **15 days of delivery**. Dealers must inspect cabinets prior to installation and retain any damaged items for carrier inspection if requested. Dealers agree to follow the **Damage & Warranty Replacement Program (GI-13)** and all evaluation procedures outlined in this SpecBook, including the **Door Movement & Warped Door Evaluation procedure (GI-16)**, prior to submitting a claim.

RiverRun Responsibilities Agreement and Acknowledgment

By signing below, the dealer acknowledges they have read, understood, and agree to abide by all policies and responsibilities outlined above. ***This agreement is required for activation as an authorized RiverRun Cabinetry dealer.***

COMPANY/DEALER NAME: _____

DEALER REPRESENTATIVE (PRINT NAME, PLEASE): _____

SIGNATURE: _____ DATE: _____



DEALER AGREEMENT - PRODUCT EXPECTATIONS

RiverRun Cabinetry

Warped Doors

- If cabinet doors appear warped after installation due to environmental factors such as high or low humidity, the doors should be left open for 24 hours to acclimate. In cases where the warping is $\frac{1}{4}$ " or less, the doors should cycle through all four seasons before a no-charge replacement is considered.
- In some instances, cabinets may be improperly "force-flexed" (instead of correctly shimmed) to conform to uneven walls or floors. This may cause cabinet boxes to become out of square, making the doors appear warped.
- If a door appears warped, the following evaluation must be performed:
 1. Remove the door from the cabinet and detach all hardware.
 2. Place the door on a completely flat surface (granite or quartz countertop preferred). Alternately press on opposite corners to check if the door rocks or lifts.
 3. If a gap between the door and the surface measures $\frac{1}{4}$ " or greater, a replacement will be considered.

Product Samples

- The dealer is responsible for maintaining current color chips, sample doors, and display materials. Warranty claims will not be honored if selections were made using outdated samples.
- RiverRun Cabinetry will notify all dealers of any color-altering changes. If the dealer has current samples of the product being changed, a no-charge replacement will be provided upon receipt of a written order request from the dealer.

Additional Conditions

RiverRun Cabinetry will not be held responsible for any loss, damage, detention, or delays caused by events beyond reasonable control. This includes, but is not limited to, fire, flood, strikes, embargoes, vehicle accidents, transportation delays, or natural disasters.

RiverRun Cabinetry is not liable for labor costs incurred during the installation of damaged or defective products.

RiverRun Product Expectations Agreement and Acknowledgment

By signing below, the dealer acknowledges they have read, understood, and agree to abide by all policies and responsibilities outlined above. ***This agreement is required for activation as an authorized RiverRun Cabinetry dealer.***

COMPANY/DEALER NAME: _____

DEALER REPRESENTATIVE (PRINT NAME, PLEASE): _____

SIGNATURE: _____

DATE: _____



DOOR STYLES & FINISHES

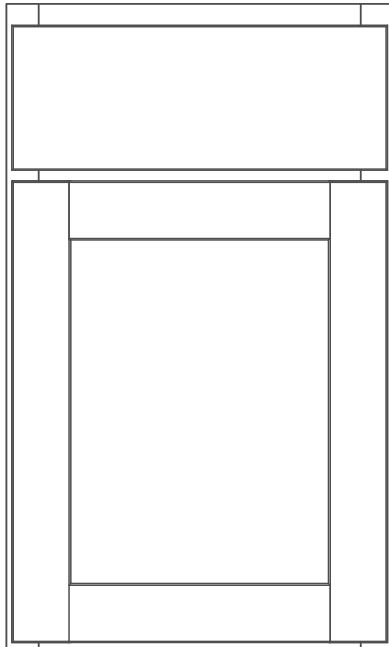
RiverRun Cabinetry

FINISH AVAILABILITY MATRIX

		PARKVIEW (Maple - stains) (MDF - paints)	STONERIDGE (Maple - stains) (MDF - paints)	JEFFERSON (Red Oak - stains & paints) (MDF - paints)	CAMBRIDGE (MDF)	DALTON (Birch)	HAMPTON (without glaze) (MDF)
STAINS	Smoke	X	X	X		X	
	Cocoa	X <i>(retiring 7/6/26)</i>	X <i>(retiring 7/6/26)</i>	X <i>(retiring 7/6/26)</i>		X <i>(retiring 7/6/26)</i>	
	RiverRock	X	X	X		X	
	Pecan	X	X	X		X	
	Sahara	X	X	X		X	
	Dune *NEW*	X <i>(available 7/6/26)</i>	X <i>(available 7/6/26)</i>	X <i>(available 7/6/26)</i>		X <i>(available 7/6/26)</i>	
	Natural	X <i>(available 7/6/26)</i>	X <i>(available 7/6/26)</i>	X <i>(available 7/6/26)</i>		X	

PAINTS	White	X	X	X	X		X
	Linen	X	X	X	X		X
	Oyster	X	X	X	X		X
	Mint	X <i>(retiring 2026)</i>	X <i>(retiring 2026)</i>	X <i>(retiring 2026)</i>	X <i>(retiring 2026)</i>		X <i>(retiring 2026)</i>
	Pewter	X	X	X	X		X
	Sage	X	X	X	X		X
	Rosemary	X	X	X	X		X
	Peppercorn	X	X	X	X		X
	Blue Lagoon	X	X	X	X		X
	Onyx	X	X	X	X		X

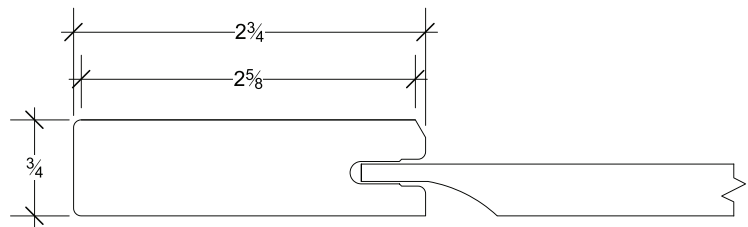
CAMBRIDGE (SLAB)



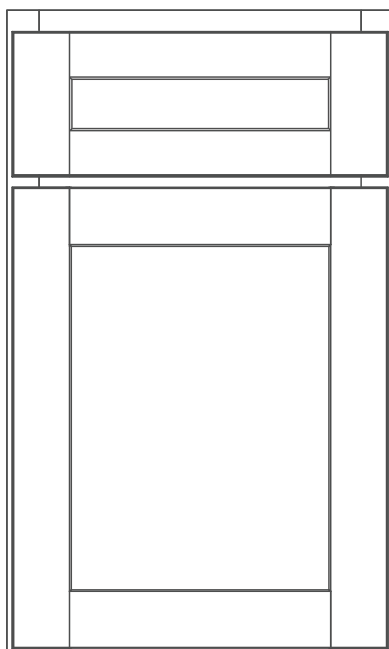
Species: Premium MDF

Construction & Specifications:

- drawer fronts are slab
- available in all paint colors
- full overlay door
- 2 $\frac{3}{4}$ " stiles and rails
- center panel is a solid reversed raised panel



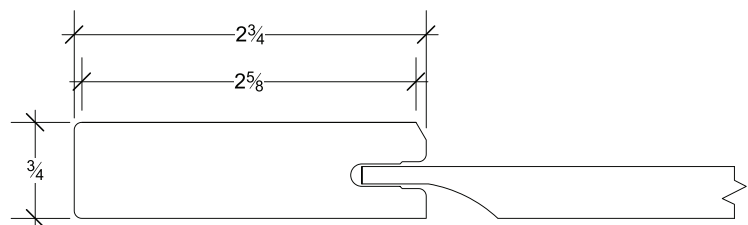
CAMBRIDGE (5-PIECE)



Species: Premium MDF

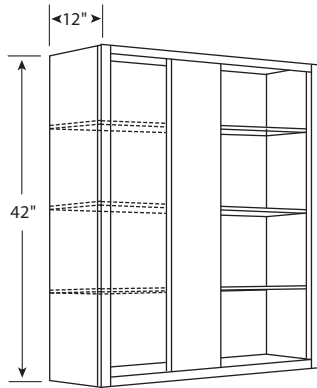
Construction & Specifications:

- drawer fronts are 5-piece
- available in all paint colors
- full overlay door
- 2 $\frac{3}{4}$ " stiles and rails
- center panel is a solid reversed raised panel



BLIND WALL CABINETS

Blind Wall Cabinet 42"High, 1 Door



	1	2	3	4	5
BW2442	581	607	634	660	686
BW3042	645	674	703	733	762
BW3642	705	737	769	801	833

- Three Shelves
- Choose Side to Hinge Door
- Stile = 4 $\frac{3}{4}$ " wide
- Shown: Blind Right with Door on Left

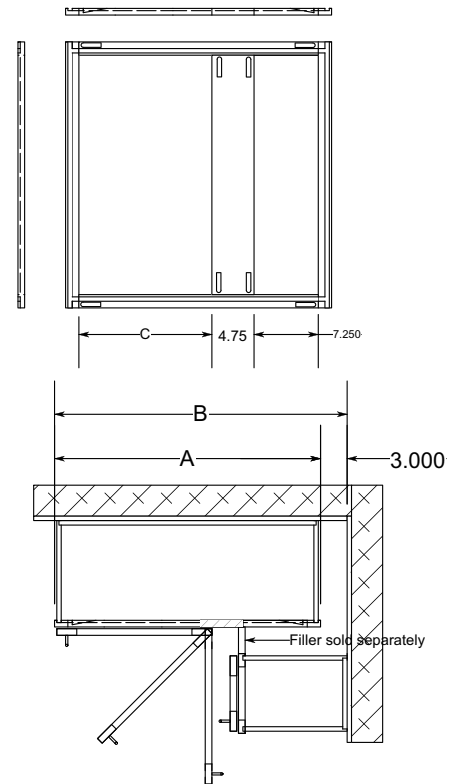
Blind Wall Cabinet Installation Recommendations

By Width

Cabinet SKU	Actual Cabinet Width (A)	Recommended Install Spacing from Wall (B)	Door opening width (C)
BW24XX	24"	27"	9"
BW30XX	30"	33"	15"
BW36XX	36"	39"	21"

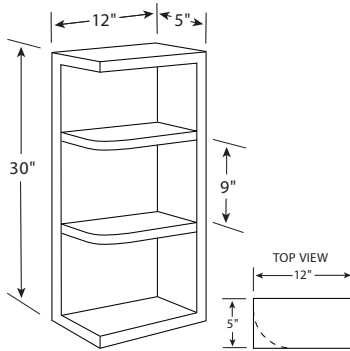
ORDER FILLER SEPARATELY

MEASUREMENTS BASED ON DESIGN USING A 4 $\frac{3}{4}$ " VERTICAL IN FACE FRAME



SPECIALTY WALL CABINETS

Wall Cabinet 30" High, 1/4 Round Shelves

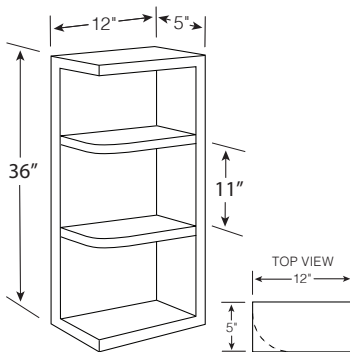


	1	2	3	4	5
WQR630*	387	405	423	440	458

- Two Fixed Shelves

* Only Available as Custom Cabinet

Wall Cabinet 36" High, 1/4 Round Shelves

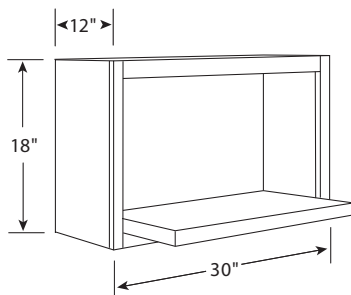


	1	2	3	4	5
WQR636*	413	432	451	469	488

- Two Fixed Shelves

* Only Available as Custom Cabinet

Microwave Wall Cabinet 18" High



	1	2	3	4	5
MWS3018X12	294	307	320	334	347

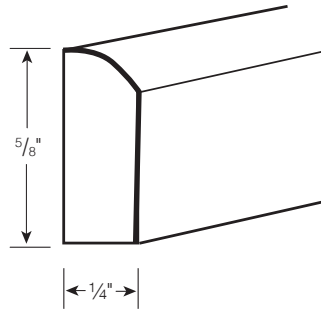
- Shelf is 17" Deep

- Opening Dimensions: 27"W x 14 1/4" H x 17" D

- Finished Interior is Standard

MOULDINGS & ACCENTS

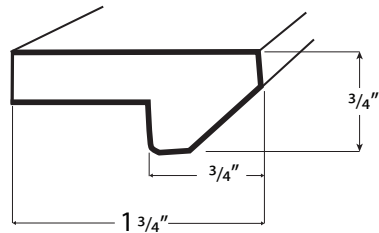
5/8" Scribe Moulding



	Stains	Paints
SM8	77	81

- 94" Long

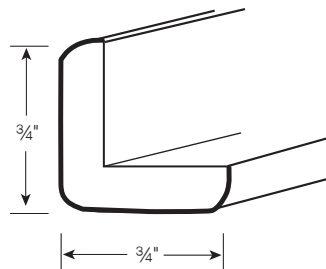
Light Rail Moulding



	Stains	Paints
LR8	94	99

- 94" Long

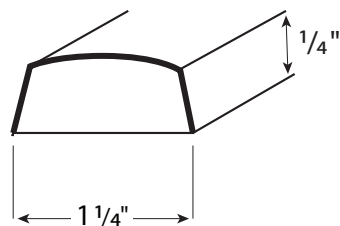
Outside Corner Moulding



	Stains	Paints
OCM8	76	80

- 94" Long

Batten Moulding



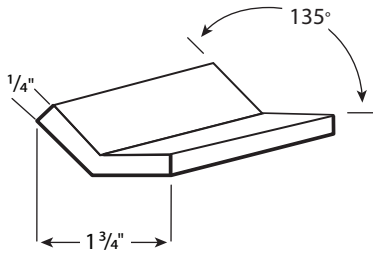
	Stains	Paints
BATTEN	94	99

- 94" Long

Bold line on drawings indicates finished sides

MOULDINGS & ACCENTS

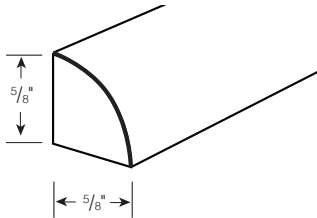
135 Outside Corner Moulding



	Stains	Paints
OCM135-8	90	95

- 94" Long

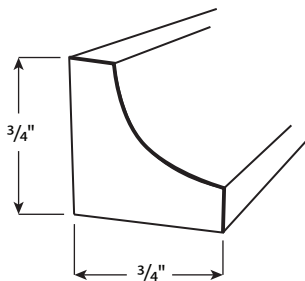
Shoe Moulding



	Stains	Paints
SHOEMLD	80	84

- 94" Long

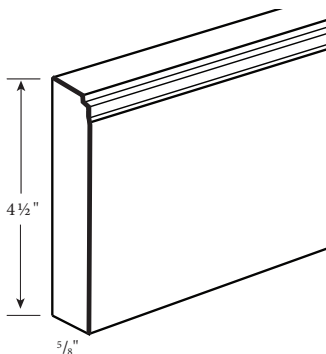
Small Cove Moulding



	Stains	Paints
COVE	82	86

- 94" Long

Base Moulding



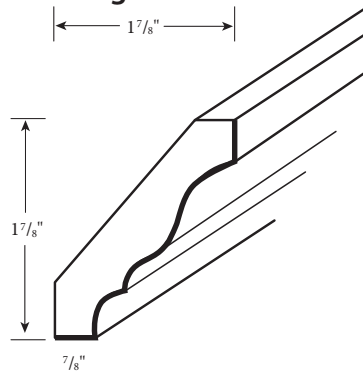
	Stains	Paints
BASEMLD	228	239

- 94" Long

Bold line on drawings indicates finished sides

MOULDINGS & ACCENTS

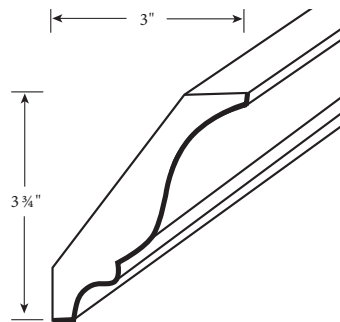
2 3/4" Crown Moulding



	Stains	Paints
CM8	156	164

- 94" Long

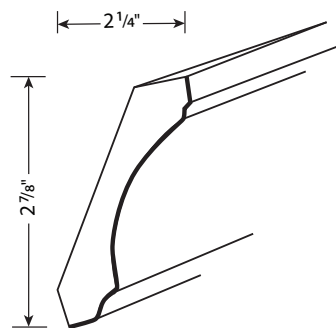
4 1/8" Large Crown Moulding



	Stains	Paints
BCM8	175	184

- 94" Long

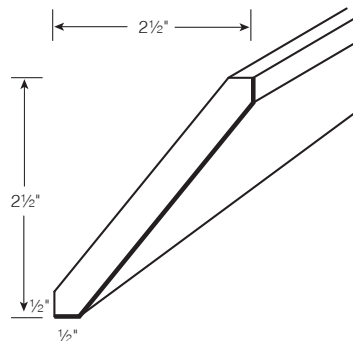
3 5/8" Large Cove Moulding



	Stains	Paints
CROWNCOVE	180	189

- 94" Long

3 1/2" Shaker Crown Moulding



	Stains	Paints
SHAKERCROWN	190	199

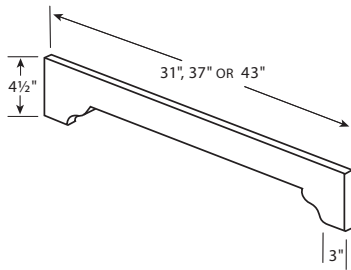
- 94" Long

- Check Stock Sheet for Availability

Bold line on drawings indicates finished sides

MOULDINGS & ACCENTS

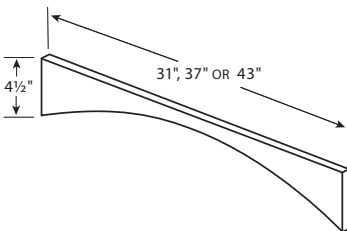
Beckony Valance



	Stains	Paints
V31D	66	69
V37D	78	82
V43D	90	95

- Discontinued, Limited Quantities

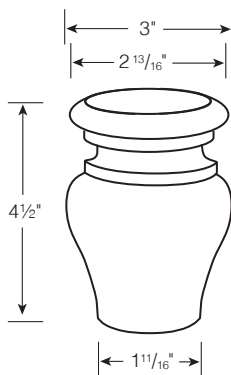
Arched Valance



	Stains	Paints
V31E	66	69
V37E	78	82
V43E	90	95

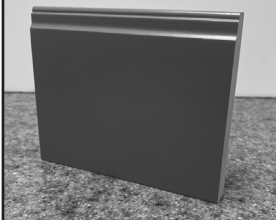
- Discontinued, Limited Quantities

Tulip Bun Foot



	Stains	Paints
TULIPBUNFOOT	75	79

SALES AIDS

Image	Sales Aids	Description	List Price
	STARTERKIT	Starter Kit includes: (9) Sample Doors (1) Sample Color Chip Box w/ current colors and stains in a Dovetail Drawer Box and (1) Moulding Kit in EuroBox	806
	SELECTIONCENTER-FULL	Selection Center includes: Display as shown, 57" wide x 89" high x 26" deep Metal Hanging System for 30 Sample Doors, (20) Sample Doors, (1) Sample Color Chip Box with current paints and stains in Dovetail Drawer Box, (1) Moulding Kit in EuroBox123 Sample Drawer Box.	4,078
	SAMPLEDOOR	(1) Sample Door Dealer may select Door style and color/stain	47
	BASEMLDSAMPLE-CHIPS	Base Moulding Sample Kit includes: (1) Dovetail Drawer Box with all current paint and stain color sample chips	349
	BASEMLDSMP	(1) Base Moulding Sample Chip Dealer may select wood species and color/stain	19
	MOULDINGKIT	(1) Moulding Kit with all current moulding offerings in 4" wide samples in Euro Sample Drawer Box.	125
	PRODUCTBINDER	(1) Current Sales Binder/SpecBook	63

SALES AIDS

Image	Sales Aids (cont.)	Description	List Price
	BROCHURERRC	16-page, full color, 11" x 8.5" Brochures , (1) pack of 15 brochures	60
	RRCDB	(1) Door Bag	156
	SAMPLECHIPBOX_EB	(1) EuroBox Sample Drawer Box	47