



Color Match Policy

We take pride in our product and strive to make sure your product is exactly what you dreamed of and more. Although very rare, laminate colors can vary from one batch to another. Since we do not manufacture the laminate, Hartson-Kennedy cannot accept responsibility for this difference, but we do take great precautions to avoid any issues caused by the color mismatch.

- When we receive a batch of laminate from our suppliers, we inspect the sheets carefully to make sure the color matches the previous batches we have in stock.
- On custom countertops, every effort is made to match color as nearly as possible with all pieces going into a single application (kitchen, bath, etc.). In many cases, we will not run the countertop until we are satisfied with the color match.
- On blank orders, it is more difficult to ensure color consistency as we have no way of knowing which pieces are to be assembled to each other in a final application. If a customer marks a particular set of blanks “**MUST COLOR MATCH**,” our millroom will make every effort to make sure the colors match as closely as possible.

Our suppliers, Formica, Wilsonart, Pionite, and Nevamar, do not pay labor cost or reimbursement for tear-out and installation on poorly color matched materials.

Hartson-Kennedy’s warranty covers defects in material and workmanship by Hartson-Kennedy, but in the case of a color mismatch, we must depend on the laminate supplier’s warranty policy for problems with their products.

Again, with many measures in place these types of situations should be very rare, so we hope your customers enjoy their countertops for many years to come.