



CabParts Online

Frequently Asked Questions:

1) What happens after I submit my order ?

A. Once submitted, an order is locked - that particular order can no longer be changed

B. But what if I made a mistake, or need to change something, or need to add something to my submitted order ?

Answer: No problem - just go to the **Status** dropdown in your order (which now says “Submitted”) and select “**Save as New Quote**”. That will generate a copy of everything in the order, give the copy a new Order Number, and then open in that new order. You can edit and work in that new order/quote just as you did in the original and submit it again with all of your changes now in place.

Do not forget to go back to the “old” order and **Cancel** it (again under the Status dropdown) so we do not process the old, now outdated and obsolete, order.

C. Can CabParts see or help with my order after I submit it?

Answer: Your quote is built on your device and saved in the cloud as you work. CabParts can see it, but cannot change it - only you can do that.

2) How do I contact CabParts if I need help?

Answer: You can call us at 970-241-7682, Monday through Friday between 7:00 AM and 4:00 PM Mountain time. We encourage you to call us to go over your first order with you before you submit it.

We can also assist in writing via email to contact@cabparts.com , by FAX to 970-241-7689, or with Zoom. If we use Zoom, we can use screen share to work with you visually.

3) Have hinge plate, hinge cup, or line drilling changed in this new program?

Answer: YES, to all three. When CabParts began, we were held to drilling based upon increments of 32mm. With our modern CNC machinery, that is no longer required. Rather than a single line of holes for hinges, slides, and shelves, they are now separated and you no longer have to count holes to locate your hardware. Hinge plates remain at 37mm back, but hinge plates (and cups) are equally spaced from the tops and bottoms of the doors (the default is 3”). Drawer slide holes are placed according to the hardware pattern you select, while shelf holes move to 52mm back. Locations are obvious and installation becomes significantly faster and less susceptible to error.

4) What if I cannot find a material (panel, edgeband, slab door material, etc.) listed as available in the Online program?

For example, I want to use a Wilsonart laminate on my doors, drawer fronts, and finished end panels but do not see it listed as an option?

Answer: If you can't find a specific material (such as a Wilsonart laminate) or edgebanding listed in the CabParts Online program, follow these steps:

1. Look for the "**Custom**" option in the drop-down lists.
2. Select "Custom" to access your choice of up to 3 grained materials, 3 non-grained materials, or 6 edgebands.
3. **Be aware** that when you select a custom material the same numbered edgeband is *automatically* tied to that material (for example, band 3 to material 3). For a different edgeband, select a different number (here, anything but 3).
4. CabParts Online will take the custom items you've selected and use a "high average" material cost to *temporarily* price your order.
5. Use the [Custom Materials order form on the CabParts website Resources page](#) to tell CabParts what your custom materials and edgebandings actually are. Save the form as a PDF.
6. Submit your online order, then email and attach the Custom Materials form to contact@cabparts.com or print and send it by FAX to 970-241-7689.

Once we have the information, we will check pricing and availability, adjust your quote up or down as needed, and send you a job confirmation email with final pricing for your approval.

5) What if CabParts Online does not include a cabinet I need, or I cannot adjust an existing cabinet to get the results I want?

For example, I want to remove the dado and back altogether, or extend the right side up and the left side down, or I want to drill for pulls or locks, but those options are not available?

Answer: If CabParts Online doesn't include the specific cabinet or adjustment you need, follow these steps:

1. First, use CabParts Online only for what it can do.
2. For those really special or custom items that Online cannot do, use the separate [Custom Items order form on the CabParts website Resources page](#) to tell CabParts what your custom materials and edgebandings actually are.
3. Save the form as a PDF and print it if you need a hard copy.
4. If you have a drawing or other special information, scan and save it as a PDF or print it.
5. Send the PDF as an email attachment to contact@cabparts.com . Alternatively, you can print and FAX it to 970-241-7689.
6. After receiving your emailed PDF or FAXED order, we'll prepare an estimate for your approval.
7. This Custom Item Order portion of your order will be handled separately. If part of an online order, it will be assigned the same Order Number with an Add-on (e.g., "Order # 856-A1").
8. Let us know if you want everything shipped together or separately once completed.

6) What do I do if I have different rooms or sets of cabinets with different case materials or different edgebanding?

For example, I have a kitchen with cabinets along the walls finished with one color, an island in another color (but both with prefinished maple interiors) and a laundry with white interior and white laminate doors?

Answer: Do each variation as a **separate order** and label each (Project and Phase) accordingly. Generally, as best practice, you will want to do a new order (call it a sub-order?) each time you change main case materials or edgebanding. For this example, for **Order # 1234**, **Project** could be “Jones Home Remodel” and **Phase** is “Kitchen Perimeter”, “Kitchen Island”, “Laundry”, etc. This is actually faster (and easier to keep track of) than going into the Configurator and changing a few (or many) cabinets here and there.

7) What do I do if I use the same general information over and over in my orders?

For example, my billing and shipping addresses are always the same and I almost always order white melamine cabinet boxes with no doors, drawer fronts, drawer boxes, slides, or hinges?

Answer: After you enter all of the repetitive information in an order form, use the “**Save as New Order**” command (in the status drop-down menu) to save the job as a template. Call it a “**Template**” in the new copy, in the Project (or Phase) labels. Then, to enter a new job, locate and load the Template “order”, **save it as a new order**, and then use the resulting new order, with its’ new order number, to enter your actual job. As long as you do not change the Template it will be available to copy and use as many times as you like.

8) What if I need a tall cabinet - not included in the catalog - that has features I need?

For example, I need a tall cabinet with an open bay on the top (no doors and finished interior), a bay with drawers in the middle and a bay with doors on the bottom – I do not see that in the catalog?

Answer: Stack existing catalog units, for example, existing base units. If you do not want to see a seam, add a plant-on finished side panel. Your installers - who will be able to carry these smaller and lighter stackable units, instead of one large, heavy, and awkward tall cabinet, up one or two flights of stairs - will love you. You can see examples of stacking in the Cabinet Defaults tables. Alternatively, if stacking will not work, you can use the Custom unit/order system (costs more!)

9) What if I want to supply my own materials for the job?

For examples, I have access to some very special materials and feel I can get a better price, but want CabParts to process them and I will pay to have them delivered to you. Or, CabParts already has some of our material in stock, left over from another job.

Answer: Remember that, if CabParts does not supply the material, you will be responsible for it arriving at our shop in time, in good condition and in enough quantity to do the job, including a bit extra to allow for any shipping damage and the like.

Use “**Custom**” as the variable selection in CabParts Online for any material or edgebanding you are supplying. We will adjust the final pricing for your materials after the order is submitted.

You will need to let us know which “Custom” selection goes with which material or edgeband by using the [Custom Materials order form on the CabParts website Resources page](#) or in separate correspondence.