



## COLOR MATCH REQUEST FORM

PO Box 10127  
2225 Old Philadelphia Pike  
Lancaster, PA 17605-0127

Phone 800-233-0289  
FAX 800-253-0805

PAGE \_\_\_\_\_ of \_\_\_\_\_  
ORDERED BY \_\_\_\_\_ ORDER DATE \_\_\_\_\_  
CO. NAME \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_  
PHONE # \_\_\_\_\_ FAX # \_\_\_\_\_  
E-mail \_\_\_\_\_  
P.O.# \_\_\_\_\_ JOB # \_\_\_\_\_

### PLEASE READ KEYSTONE'S COLOR MATCHING PROCESS BEFORE SENDING A COLOR MATCH REQUEST

#### PROVIDED SAMPLE INFORMATION

##### Sample Description:

Paint Swatch  SW or BM Name/Number  
 Laminate, Plastic or Other  Wood Sample Block  
 Door or Drawer Front (a minimum of 1" of flat area  
on the sample is required)  
 Other \_\_\_\_\_

Wood Species of Original Sample \_\_\_\_\_

Milling Process of Original Sample (check one)

Plain-Sawn (standard)  Rift-Sawn  Quarter-Sawn

Finish Type of Original Sample

<input type="checkbox"/> Stain	<input type="checkbox"/> Paint
<input type="checkbox"/> Spray Stain	<input type="checkbox"/> Paint & Wiping Glaze
<input type="checkbox"/> Stain & Wiping Glaze	<input type="checkbox"/> Paint & Accent Glaze
<input type="checkbox"/> Stain & Accent Glaze	<input type="checkbox"/> Custom

#### OFFICE USE ONLY

Use ELITE STAINING PROCESS

Wood Species Requested \_\_\_\_\_

#### Glaze Match Options

Milling Process for Requested Species (check one)

Match Using Closest Standard Glaze Color

Plain-Sawn (standard)  Rift-Sawn  Quarter-Sawn

Exact Glaze Match (Upcharge)

#### Sheen

Keystone will match the color of your sample using our standard sheens. Please note that most color swatches are a lower sheen than our standard finishes.

Stains: 40 Sheen (standard)

Paints: 20-30 Sheen

All Glazes: 5 Sheen

I have read and agree to Keystone Wood Specialties' attached Color Matching Process.

Signature \_\_\_\_\_ Date \_\_\_\_\_



# Keystone's Custom Color Matching Process

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Keystone Wood Specialties can produce custom matches to existing cabinet doors, mouldings and other wood components.

We also provide custom matches to existing finishes. There are many variables in play with custom finish matching such as:

- The process and types of finishes the previous vendor used on the product to be matched.
- The types of environmental factors that product was exposed to.
- How the wood of that product ages and changes in color over time. Some wood can lighten or darken with age.

Since Keystone cannot control those variables, and our finishing processes and materials could differ from how the original item was created, an exact match is not always feasible. However, in most situations we are able to very closely match colors in both solid and wood tones.

## Keystone Custom Matching Process

Please follow our Custom Match Process and complete our Custom Match Order Form to ensure the best results for your project.

### Step 1: Identify the details to match

Identify, with the homeowner, what color they would like us to match. If they choose a wood tone, please also select what wood species they would like the stain to be applied to.

### Step 2: Select a sample

#### Be intentional

When you choose which sample to send in, choose a sample piece that represents the "middle" of the variance. Do not simply pick an item that is most convenient or most out-of-sight. The most out-of-sight pieces tend to be on one end of the color variance, not in the center. Typically, the larger the sample, the better. We will match the color to the overall piece you send (we will pick the middle of the variance of the piece you send. It will not match every spot, but will be the best overall color match for the entire piece. If you have determined a specific spot that you believe is the middle of the variance, please tape off that spot on the sample. We will then match only that specific spot.) If the matched pieces will be directly beside specific existing pieces, send the pieces that will be right next to the new pieces.



## **Solid Colors**

A painted wood sample is best for solid tones. If we are matching a paper swatch, a laminate, plastic or other surface, the swatch will have a different sheen than the painted wood match we create at our 20-30 sheen, and will affect how close our painted match appears. Solid color samples with texture will also appear to be different than our smooth painted match.

## **Stains/Wood tones**

The best sample for wood tones is a stained wood sample on the same species that we will be matching it on. The closer to 40 sheen the sample is, the better.

*Note: a stain or glaze matched to a different wood species will be best matched for color only. Depending on the wood species used, there could be greater variance in the overall finished color/tone/contrast because the overall color is greatly determined by the wood species onto which the stain or glaze is applied. Any matches to decorative laminate or artificial wood surfaces will vary significantly in grain, texture and color due to the natural characteristics of real wood.*

## **Step 3: Fill out the form**

### **Stains or solid tones**

If it is a color match on a wood tone, please indicate both what wood species and milling process the sample is *and* what wood species and milling process you would like it to be matched on. Our office will confirm the species of the sample before we begin the matching process. For solid tones, we will match the sample on Soft Maple unless specified otherwise.

## **Step 4: Send items to Keystone**

Send both the sample and the completed form to our office, and we will begin the custom color matching process. The time required to match the color can vary based on the level of difficulty of the match.

## **Step 5: Keystone will create a match**

Keystone will create a match on a 4" x 8" sample block using our processes and materials. Keystone will send you the 4" x 8" sample block (which has a label on the back indicating your unique custom color number), your original color sample, and a Color Match Approval form. Solid colors will be matched with our standard 20-30 sheen; stains and wood tones will be matched with our standard 40 sheen; all finishes with glazes will receive 20 sheen.

## **Step 6: Approve & return to Customer Service**

After receiving the original sample, along with our matched sample block, sign the Color Match approval form and return it to Customer Service. Customer Service will not approve an order for production unless our signed color approval form has been returned. Proceed to place the order with the Custom items, using the Custom design/color numbers.



## Frequently asked questions:

1. **What if I don't have a physical sample?** *We must have a physical sample of the color you would like us to match (unless SW or BM. See question #7). We will not match color and wood species from pictures, websites, etc. If you don't have a physical sample, you can use our color sample chains as a starting point for both wood species, stain color or paint color. If you would like to see one of our standard colors on a different wood species you can order a color sample block of the stain you like on a different species. Or, for an even better representation, you can order a sample door in the wood species and finish combination of your choosing.*
2. **What if the color match isn't as close as I hoped it would be?** *Because we are using our processes and materials to match a sample that was created using different processes and materials, we guarantee a close match, not an exact match. Each color match is double-checked for accuracy by our Quality Control department before it is sent to you. If you would like a second attempt at a color match it would require another color match charge.*
3. **What about matches to woods that darken over time, like Cherry?** *We can only match actual samples that we have in our possession. We cannot anticipate what the color will look like after it naturally darkens over time. A new door made to match 10 year old cherry doors will match now, but the new door will then darken more rapidly than the existing doors. In some cases we will match the back of the existing doors (which haven't darkened as much due to less light exposure) so the new doors will be lighter in color now, but will darken to more closely match the rest of the doors over time. Either way, we would need you to identify which part of the door we should match now.*
4. **Can you put the custom color match directly on a 12" x 15" sample door instead of the 4" x 8" block?** *We prefer to match on the 4" x 8" block as a starting point. We can, however, apply the custom match to a larger sample in addition to the 4" x 8" block, if requested. However, if the color match is not approved and a 2<sup>nd</sup> attempt is requested to get a closer match (a 2<sup>nd</sup> color match fee will be applied) we will require the door and the sample block be sent back to us.*
5. **What is the difference between a "glaze" and an "accent glaze"?**
  - a. **Wiping Glazes:** All of our Wiping Glazes are hand-wiped over the entire surface of the product being finished. Because the glaze is hand-wiped, there will be variation in the application of the glaze. Because the glaze is applied to the entire surface, it will also affect the underlying surface color. The texture of the surface can also affect the application of the glaze. All of our Glazed finishes receive a 20 sheen top coat.



- b. Accent Glazes: All of our Accent Glazes are hand-applied only to specific areas of the product. Because our Accent Glazes are hand applied, there will be variance in the application of the Accent Glaze. Because our Accent Glazes are only applied to specific areas, they do not affect the appearance of the underlying color tone of areas that do not receive the Accent Glaze. All of our Accent Glaze finishes receive a 20 sheen top coat.

*Note on glazed paints: our paints that receive glazes are sprayed with a different process and product than their non-glazed counterparts. Therefore, there are slight color differences between the base of a glazed paint and the base of a non-glazed paint with the same color name.*

6. **Can I place an order into production while the matches are being created?** *Before any order goes into production we must be able to confirm the Wood Species. Once the wood species of the sample is confirmed, an order may be placed into production while the color is being matched.*
7. **What if I have a Sherwin Williams or Benjamin Moore name and number? Can you match from that?** *Yes, we have swatch decks for both Sherwin Williams and Benjamin Moore colors. If you send us the specific name and number of the color you would like we will match it to the physical swatch from our deck. However, based on what we have observed, there is a slight possibility that the SW or BM color swatch in your deck will be different than our SW or BM swatch. If you send a swatch, we will match your swatch. If you send us the name and number, we will match ours and send you a sample for approval.*
8. **What if you've already matched the SW or BM color that I'm requesting? Can you just use the existing formula?** *In the event we have already matched the particular color name/number you are requesting, we will still require a 4" x 8" sample block to be approved by you. Our match may have been to our swatch deck, or it may have been to a customer-provided swatch. Either way, you would still need to approve the existing color formula. If you receive the 4" x 8" block from an existing formula and choose to have us match your particular swatch, you would still be charged for the original sample block and a new color match.*
9. **To speed up the process can I approve the Color Match without viewing it?** *We do not recommend approving a Color Match without seeing it beside the item you requested us to match. If you would approve a Color Match without seeing the sample, you would be responsible for any remakes for products that received the approved finish. Any color match approvals must be signed and returned on our forms that we send you.*



10. **Can you also match the grain pattern on the sample?** *We do not match specific wood grain characteristics beyond what is specified in our Wood Species grade specifications. We can choose lumber that is milled a particular way (plain-sawn, rift-sawn or quarter-sawn), but there is still variance in grain direction and appearance within these sawing options, beyond which we do not have control. For grain-matched plywood options, contact Customer Service.*