

# The Door Store Warranty

Customer is eligible for warranty if a defect is discovered or occurs within 1 year from installation. The Door Store must first inspect the door in its active location to determine whether the defects exist. Doors will be replaced in the same phase of fitting as they were originally supplied. If the claim is found to be a void, neither credit nor reimbursement will be issued for the substitute door or original door.

This limited warranty does NOT apply to any of the following:

- Doors less than 1 3/4" thick for exterior use.
- Doors which have not been properly sealed on ALL six sides including top and bottom edges within 72 hours of receiving the door.
- Damage due to indecent or inaccurate installation.
- Exterior doors used for commercial application.
- Damage caused by others or by any cause beyond the control of The Door Store, including misuse, abuse, mishandling or by acts of nature.
- Using a door on a part of a building without providing sufficient over hang or a suitable finish color is considered misuse. A sufficient overhang depends on the typical weather conditions of the site where the building is positioned, (an overhang projecting a distance away from the door at least equal to one-half the height difference between the bottom of the door and the base of the overhang structure). In order to reduce the chances of warping, keep away from dark finishes on ALL exterior surfaces, especially if the door is in direct sunlight.
- Fading or rusting of décor metal accents.
- Damage due to trimming the door more than 1/2" from the top or bottom of the slab.
- Panel movement (shrinkage): The panels in your door are designed to "float", and will swell or constrict in response to environmental surroundings.
- Expansion or contraction in the door due to varying environment circumstances, such as temperature and humidity. Doors with a stain or painted finish will reveal "seams" at the joints as natural wood movement occurs.

In addition, the following natural properties and uniqueness add to the beauty of real wood doors and are not considered flawed:

On all Knotty Alder wood doors size, location, and quantity of knots are unpredictable. Knots which show light through will be filled. Knots which don't show light through will not be filled and are to be expected (not considered defective).

In all species, natural variations in the color, texture, and density of the wood are common and always acceptable.

For the purpose of this warranty warp is defined as any distortion in the door itself and does not refer to the association of the door to the frame or jamb in which it is hung. The term "warp" includes bend, cup and distortion in the wood. If the claimed defect is warp The Door Store may defer repairing or replacing the door for a period of

up to twelve (12) months from date of installation, in order to permit conditioning and equalize to humidity and temperature conditions.

When handling any doors that are unfinished they should be stored in a flat level surface in a dry, well ventilated area. Door should not be subjected to extreme or rapid changes in heat or humidity. On job sites, if doors must be stored on site, all surfaces including edges and ends must be sealed with an effective oil-base sealer to prevent unwarranted moisture absorption. If a door needs to be trimmed for fitting purposes, all exposed edges must be sealed and refinished immediately.

Under normal situations, all wood products contain some moisture, and wood automatically exchanges moisture with the environment. This is true of all wood products, whether they are raw or finished. Although a finish will slow the process, wood will in any case react to changes in humidity and environment. Wood does not change in size or shape unless its humidity content changes due to the conditions of its surrounding environment. When humidity conditions are high, the wood soaks up moisture and swells or expands. In low humidity conditions wood releases moisture and shrinks or contracts. Extreme humidity or dehydration will cause panel expansion or contraction, joint separation, veneer checking or cracking, bowing of the stile/rail, expansion or contraction of the stile/rail, and may include door failure. In exterior applications, if the door will be exposed to large amounts of direct sunlight or moisture, we recommend that a non-wood product be used instead. In seasonal climates doors may expand and bind against their jambs during more humid seasons. Likewise, doors may pull away from their jambs during the dry season. Wood products perform successful when correctly used in a proper environment.

All finished wood requires regular maintenance to keep the finish looking as new as possible. If you live in a severe climate or your entry receives a lot of direct sunlight from a southern or western exposure, you'll want to examine your doors finish often. Depending on the conditions, you may also need to maintain the door finish more frequently.