

TERMS AND CONDITIONS

All orders will be processed ASAP, however due to unforeseen circumstances controlled by various product manufacturers, NO GUARANTEE is made as to pick up dates or times. The Door Store is not responsible for installation and finishing of products that are picked up by customers. All products are to be finished/sealed on all 6 sides within 72 hours. The Door Store assumes no Liability for the performance of the contractor. All ordered doors are NOT RETURNABLE and all orders must be PAID IN FULL AT TIME OF PICK UP. The Door Store assumes no responsibility if measurements are provided by customers. The Door Store is not responsible for doors that are not picked up within 30 days of the purchase date.

WARRANTY

Subject to the conditions and restrictions listed below: Note The Door Store warranty policy does not extend beyond manufacturer warranties.

Warranted for one year from the date of purchase, to be free from defects in material and workmanship.

Doors will not be warranted if stored on a construction site. Freight damage (ie. shipping company, contractor pick-up, customer pick-up) is not covered under the warranty. Any damage claims must be filed and negotiated directly with Carrier. It is Carriers responsibility to provide protective materials for transportation of any and all products. The Door Store does not protective wrap any pick-up.

No warranty is provided for products finished by others as The Door Store cannot verify the door was finished/sealed on all 6 sides within 72 hours. No warranty is provided for installation issues on products installed by others. The Door Store does not provide warranty for doors installed on new construction sites. It is recommended that a temporary unit be installed for the duration of construction.

The Door Store does not reinstall screen/storm/security doors. It is also not recommended to have screen/storm/security doors installed over your finished door. The glass in said applications can cause heat damage to the finish as well as the door which will not be covered under the warranty.

The Door Store will reinstall alarms and door bells that do not require special applications, all others will need to be installed by others.

Natural characteristics of wood product which are not a defect:

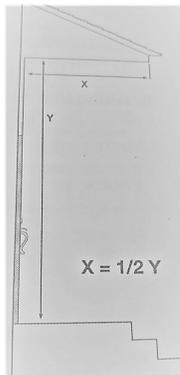
All paneled doors are specifically designed with floating panels made of kiln dried woods. The panels can swell and contract during acclimation to your particular application even after required finish has been applied. Panel shrinkage and misalignment, which leaves an unstained line along the edge of the panel is caused by differences in temperature and humidity, and is not a defect. Slight expansion and contraction of the door due to changes in temperature and humidity are not defects.

Knots (quantity, size, location), wormholes, texture, grain direction and color variations are not considered a defect and are not covered under the warranty. The discoloration or rusting of decorative metal accents (ie. grills, clavos, sidelite iron, etc.)

Cracks less than 1/16" in width and 2" long, are not considered a defect. Knotty Alder surface checks/cracks that are less than 1/8 wide and/or 5" long are not considered a defect. Separation between stiles and rails up to 1/8 are not considered defects. Poly-urethane clear coats are designed to have elasticity and when product expands can cause discolored lines (typically white) which appear to be cracks, this is not considered a defect.

Claims due to warp may be deferred for up to 12 months from the date of the claim in order to allow the door the opportunity to return to its original form once it has acclimated to local humidity and temperature conditions. The deferral will not be counted against the warranty period. Warp shall not be considered a defect unless it exceeds ¼" in the plane of the door. Warp is measured by placing a straightedge or a taut string on the concave face of the door and determining the maximum distance from the straight edge or string to the door face. The Door Store **WILL NOT** provide a warranty for Warp for any door over 8 feet in height or 4 feet in width. **The Door Store WILL NOT provide a warranty for doors finished in a dark stain, dark paint or glossy finish that are in direct exposure of the sun, regardless of overhang protection.**

The Door Store **WILL NOT** provide a warranty for “**MISUSE**” of a door which includes, but is not limited to, using a door on part of a building without providing adequate overhang or an appropriate finish color. Adequate overhang depends on the typical weather conditions of the area where the door is to be used, but at the very minimum means an overhang projecting a distance from the structure equal to one half the distance between the bottom of the door and the bottom of the overhang at the point which is farthest from the door. The calculation does not apply in circumstances such as overhang is at a height that does not provide adequate protection. An example would be an overhang with a projection of 8’ but is at a height of 20’. This type of overhang does not provide adequate sun exposure or weather exposure protection.



Glass Criteria:

Visual inspection should be done with the naked eye. Glass shall be placed in a vertical position. Glass shall be view at a 90 degree angle. Lighting should be daylight level (**without direct sunlight**). Allowable defects are as follows;

Point Blemish-crush, knots, dirt, stones, gaseous inclusions and other similar imperfections (viewing distance 39”)
Less than .05” Allowed with restrictions, .05”-.10” allowed with separation of 24”, greater than .10”

Linear Blemish-scratches, rubs, digs, and other similar imperfections (viewing distance starting at 160”)

Faint or light scratch- 3” allowed

Medium scratch- 3” allowed with a minimum separation of 24”

Medium or heavy scratch- Greater than 3” not allowed

To determine scratch intensity start at 160” and move closer until scratch becomes visible.

Heavy- 3” scratch detected at 132” or greater

Medium- 3” scratch detected at 132”-40”

Light- 3” scratch detected at 39.5”-8”

Faint- 3” scratch detected at 8”

Wood doors with glass are typically delivered to The Door Store with glass installed by the manufacturer. In most instances the glass is installed as the door is built and is not removable. On these applications there is a possibility of the sealant for the glass to overlap onto the wood trim holding the glass in. There is no way for The Door Store to correct this issue and our manufactures do not consider this a defect. These applications may also have the ability to create inconsistent stain against the glass. The Door Store makes every effort to avoid this issue, however it is not considered a defect.

If a door is determined to be defective, The Door Store must be notified within 30 days. Upon written notification of the defect and upon inspection by an authorized representative of The Door Store, we will at our option:

1. Repair the door, or
2. Provide a replacement part or parts for the door, or
3. Provide a replacement door.

All finishes on exterior doors deteriorate over time. Inspect the doors periodically for finish deterioration. Maintenance is recommended annually and is not to exceed The Door Stores recommendations (see below). Be advised, it is the responsibility of the purchaser, at the very least, to adhere to The Door Stores recommendations regarding the finish they have chosen to use. Periodic maintenance over the life of the door is required to ensure your investment is kept at its optimal condition.

The Door Store is not responsible for failure of door, clear coat or stain due to lack of normal homeowner's maintenance, including maintaining the finish, moisture mitigation and lack of adequate sun protection. Warranty will be denied for failure to care for products.

Finishing:

It is imperative to finish all 6 sides of the door (including front and back, top and bottom, both edges to include hinge pockets and latch pocket). Exterior and interior doors must have sufficient finish coats of polyurethane for protection. For exterior doors, three coats of exterior grade top coat with a UV inhibitor must be applied. For interior doors, two coats are acceptable.

Prior to finishing, remove all handling and glue marks with 150 grit (or finer) and remove all sanding dust. For best performance, doors must be finished lying flat.

THERE ARE NO WARRANTIES EXPRESSED OR IMPLIED THAT EXTEND BEYOND WARRANTY INFORMATION LISTED ABOVE