

# LIMITED WARRANTY

Hardwood Doors warrants that its product line of doors, sidelites, transoms and components shall be free from defects in materials and workmanship for a period of one year from the date of shipment, provided that the Hardwood Doors product was properly installed, protected and maintained.

## ❖ WHAT HARDWOOD DOORS WILL DO:

Should a Hardwood Doors product fail to conform to its full written warranty\*, Hardwood Doors will, at its option, either:

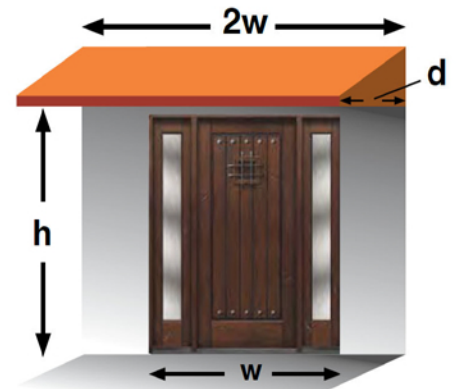
1. Repair the product found to be factory-defective;
2. Provide a replacement part or parts to repair the product found to be factory-defective;
3. Provide a replacement product in the same factory condition of fitting and finishing as the product that was originally ordered; or
4. Refund the homeowner, which will be processed upon approval by Hardwood Doors

\* Full written warranty available at [www.shophardwooddoors.com](http://www.shophardwooddoors.com)

IN NO EVENT SHALL HARDWOOD DOORS PAY FOR TRANSPORTATION, SHIPPING, LABOR OR INSTALLATION CHARGES OR COSTS INCURRED IN REPLACING DOORS, SIDELITES, TRANSOMS AND COMPONENTS OR FINISHING OF ANY ORIGINAL REPLACEMENT PRODUCT, ALL OF WHICH SHALL BE THE SOLE RESPONSIBILITY OF THE END-USER MAKING THE WARRANTY CLAIM.

## ❖ IMPORTANT CONSIDERATIONS:

- All solid wood pre-hung and pre-finished exterior entry doors require adequate protection from the elements. Lack of proper overhang will void the warranty! The projected overhang depth must be equal or greater than  $\frac{1}{2}$  the overhang height for North and East facing doors and equal to the overhang height for South and West facing doors. Overhang width must be twice the width of the door (see graphic).
- **Unfinished units must be sealed on all surfaces within 7 days of receipt, otherwise warranty is voided.**
- **Storm door installation voids warranty.**



| DEPTH OF OVERHANG FOR DOOR FACE DIRECTION |         |             |         |
|---|---------|-------------|---------|
| NORTH                                     | SOUTH   | EAST        | WEST    |
| $d = 1/2 h$                               | $d = h$ | $d = 1/2 h$ | $d = h$ |

## ❖ CARE & MAINTENANCE:

Exposure to the elements, such as sun, wind, rain and any type of moisture will affect any well-finished exterior wood product. In order to preserve the beauty of your door and its protective finish, it is recommended to inspect the door and refinish the exterior topcoat annually, even for units that have an adequate overhang to protect them.

Stripping the door is not necessary to maintain the topcoat. To refinish your unit, clean it of all dust and residue, lightly sand the direction of the grain with 200-grit sandpaper or 0000 Steel Wool. After sanding, wipe off all dust in the sanded areas. Thoroughly read and follow all instructions provided by the topcoat manufacturer on the can and apply accordingly.

## ❖ WARRANTY CLAIM PROCESS:

Upon discovering that the door is defective or fails to conform to this one-year limited warranty, the homeowner **MUST** contact Hardwood Doors within 24 to 48 hours of the date the defect was discovered, and file a Service Request Warranty Claim.

Once Hardwood Doors (or a representative) gets the written claim proof of purchase order number with the homeowner name, phone and address, it will exercise the option to inspect, repair, provide a replacement or decline the claim.