



# Limited Warranty

## Coverage and Duration:

US Door & More Inc guarantees its products against manufacturing defects for one year from the shipment date, under the conditions and exclusions outlined below. This warranty is valid exclusively for the original purchaser of the product for use and not for resale. The original purchaser must provide proof of purchase to validate the warranty claim.

## Policy on Defects, Missing Parts, and Unauthorized Repairs:

### Pre-Installation Inspection Requirement:

"Customers or their appointed installers must conduct a thorough pre-installation inspection of US Door & More Inc products. If any defects or missing parts are discovered, it is essential to halt any further installation or modification of the product.

### Obligation to Report and Allow Repairs:

- **Mandatory Reporting:** Immediately report the issue to US Door & More Inc. This reporting is crucial to activate your warranty rights.
- **Company's First Right to Repair or Replace:** Upon receiving such a report, US Door & More Inc reserves the right to first inspect, repair, or replace the defective part(s) as deemed appropriate by the company. This process is a fundamental part of our warranty and service commitment.

### Limitation of Warranty and Compensation:

- **No Unauthorized Repairs or Installations:** Customers are advised against engaging in any self-repair, modification, or replacement of parts, including cutting, painting, or altering the product in any way, before defect or missing parts are reported and instructions are received from US Door & More Inc. Unauthorized alterations may void the warranty.
- **Consequences of Bypassing the Policy:** If a customer proceeds with installation, repairs, or replacements without allowing US Door & More Inc the opportunity to address the issue, the warranty may not cover any resulting complications or additional costs. Furthermore, US Door & More Inc will not be liable for any compensation or costs incurred due to such unauthorized actions.
- **Reasonable Timeframe:** A reasonable timeframe will be provided for US Door & More Inc to respond to and address the reported issue, ensuring prompt and effective service.

This policy is established to safeguard the integrity and performance of our products while ensuring customer satisfaction. It is designed to be reasonable and fair, respecting both the customer's needs and the company's



ability to provide effective solutions. Non-compliance with this process may lead to limitations in warranty coverage and support from US Door & More Inc.

## Exclusions:

1. Extreme Conditions and Inadequate Protection: US Door & More Inc will not cover doors that are:

- Exposed to extreme environmental conditions without appropriate protection.
- Installed during construction phases without the use of specialized construction doors.
- Affected by storm doors that cause excessive heat buildup.
- Subjected to excessive heat, moisture, or water leakage.
- Lacking sufficient overhang, resulting in water infiltration or glass condensation.

2. Finishing Requirements:

- Doors finished with non-exterior top-coats, lacquers, paints, oils, or whitewash finishes are not warranted.
- Exterior doors require three coats of exterior grade topcoat with a UV inhibitor.
- Interior doors should have at least two coats of suitable finish.
- Upon receipt, doors must be fully sealed on all six sides, including front, back, bottom, upper rails, behind hinges, and under the door shoe. Unsealed doors are not eligible for warranty coverage.

3. Pre-Finishing Preparation:

- Unfinished doors may have roughness, handling marks, and glue residues.
- Before finishing, remove all handling and glue marks using 150 grit sandpaper or finer, and eliminate all sanding dust.
- For optimal results, doors should be finished while lying flat.

## Not Covered Under This Warranty:

4. Natural Characteristics:

- Natural wood variations such as knots, wormholes, texture, grain direction, and color variations.

5. Improper Storage and Usage:

- Damage from improper storage.
- Minor cracks, warping, and surface checks within specified limits.
- Glass breakage.



- Discoloration or rusting of decorative metal accents (e.g., grills, clavos).
- Color fading of stained doors due to light and weather exposure.
- Damage from external forces beyond US Door & More Inc's control, including fire, corrosive fumes, stains, chemically abrasive substances, acts of God, and other uncontrollable events.
- Leakage around "speakeasy" windows.
- Damage exceeding our product design and testing specifications, such as high winds, floods, and fire.
- Damage from localized heat application, building movements, or expansion/contraction of building components.
- Damage from transportation or handling post-leaving US Door & More Inc's facility.
- Alterations or damages due to installation or repair.
- Misalignment or bowing in the frame or jamb where the door is hung.

## 6. Component Limitations:

- Hardware, sills, locking mechanisms, and similar components are not covered under this warranty and should be claimed directly with their respective manufacturers.

## 7. Misuse or Abuse:

- Issues arising from misuse or abuse of the product, such as broken glass, poor finish, or bad installation.

## 8. Natural Adjustments:

- Separation between stiles and rails up to 1/8".
- Movement or shrinking of floating panels due to weather changes, potentially exposing unfinished panel edges.
- Expansion and contraction due to environmental conditions like moisture, temperature, and humidity changes.
- Crack, bowing, or warping due to improper or poor storage conditions.



## Maintenance and Storage Guidelines:

- **Proper Maintenance:** To ensure your door retains its quality and longevity, please adhere to the maintenance practices detailed in our guide. Visit our comprehensive maintenance guide at <https://www.doornmore.com/help/how-to-maintain-your-exterior-wood-door.html> for specific instructions.
- **Storage of Exterior Doors:** When storing exterior doors, position them on their edge, specifically on the stile, and lean them at a slight angle against a stable wall. This position helps maintain the door's structure and integrity.
- **Storage of Interior Doors:** Interior doors should be stored flat, in a clean and dry environment. Ensure they are elevated at least 4 inches above the ground to prevent moisture absorption and potential warping.
- **Important Warranty Note:** Please be aware that doors stored on construction sites or in storage containers are not eligible for warranty coverage. These environments can expose the doors to conditions that may compromise their quality.

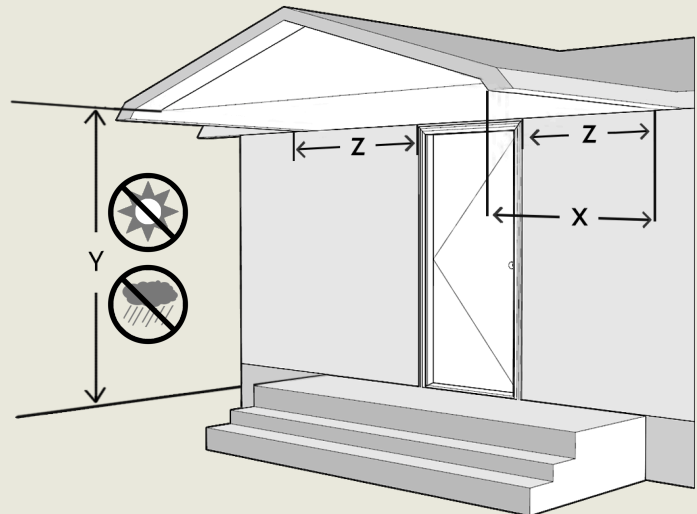
By following these guidelines, you can significantly contribute to the durability and appearance of your doors.

## Overhang Requirement:

To maintain the integrity and longevity of our doors, they must be shielded from direct sunlight, rain, wind, extreme heat, and rapid temperature fluctuations. The protective overhang should extend at least as far as the distance from the base of the door to the underside of the overhang itself.

Please note, doors facing directly south or southwest are not eligible for warranty coverage due to the intense and prolonged exposure to natural elements typical for these orientations, regardless of the presence or extent of any overhang.

For detailed guidelines on the required overhang dimensions based on your door's specific orientation, please refer to the Overhang Requirements Diagram below. This diagram offers a clear visual representation of the necessary overhang measurements needed to ensure your door is adequately protected from direct environmental elements.



|         | North                   | South       | East                    | West        |
|---------|-------------------------|-------------|-------------------------|-------------|
| Minimum | $X = \frac{1}{2} Y = Z$ | No Warranty | $X = \frac{1}{2} Y = Z$ | $X = Y = Z$ |



## Specific Limitations:

- Minor Cracks: Cracks that are less than 1/16" wide and less than 2" long are considered minor and are not covered by this warranty.
- Warping: For doors up to 6'8" in height and 36" in width, warping is covered only if it exceeds 1/4". For doors over 6'8" and up to 8' tall and 42" wide, warping is covered only if it exceeds 1/2". Doors larger than these dimensions are not covered for warping.
- Surface Checks: Surface checks that are less than 1/8" wide and less than 2" long are common and are not covered by this warranty.

## Additional Terms:

- Illegal or unenforceable warranty provisions do not affect the rest of the warranty.
- Warranty disputes will be resolved through arbitration in Tampa, FL.
- We reserve the right to inspect alleged defects and require product return or field inspection. All related freight costs are the purchaser's responsibility.

## Consequential or Incidental Damages:

This warranty does not cover any incidental or consequential damages, such as loss of use, loss of profits, or other financial losses that may result from a defective product.

## Duration of Implied Warranties:

Any implied warranties are limited in duration to the one-year term of this express warranty, as allowed by law.

## Acts of God or House Settling:

Damage or defects caused by house settling or acts of God, such as earthquakes or floods, are not covered.

## Term Definitions:

- Original Purchaser: The individual or entity who first buys the product for use and not for resale.
- Manufacturing Defects: Flaws in the product resulting from the manufacturing process that significantly impair its intended use.
- Resale: The act of selling a purchased product to a third party.
- Normal Wear and Tear: The usual degradation of the product that occurs over time under normal usage conditions.
- Environmental Conditions: External factors such as climate, weather, humidity, and temperature that can impact the product.
- Implied Warranties: Unwritten guarantees that the product will function as expected, as imposed by law.



This Limited Warranty is comprehensive and represents our commitment to quality and customer satisfaction. We encourage all customers to familiarize themselves with these terms to fully understand the coverage and their responsibilities.

## Warranty Fulfillment:

Upon meeting the warranty conditions, US Door & More Inc is committed to resolving issues that exceed the specified limitations. We will undertake to repair, replace, or refund the door, as per our warranty assessment. Please note that any replacement parts or entire doors will be dispatched from our primary facility located in Tampa, Florida. This warranty does not cover the expenses related to re-finishing, re-hanging, or installation, nor the costs of shipping the original product to us or shipping the replacement product back to you.

## Defect Reporting:

Defects must be reported in writing or electronically within the warranty period. For convenience, warranty claims can be filed electronically via our online form. Please visit <https://www.doornmore.com/help/claim.html> to submit your claim.