



## **Doordesignlab's responsibility for the merchandise is limited to the regulations of the present Manufacturer's Warranty.**

All Doordesignlab doors are manufactured to the highest-quality craftsmanship standards and are backed by a limited 2 year warranty against defects in workmanship and materials. The 2 year period starts from the date of delivery of the goods to the customer.

### **WHAT THIS LIMITED WARRANTY DOES NOT COVER**

This Limited Warranty does not include non-conformities or damages attributable to or arising from:

- General wear and tear.
- Any Product that is over three-feet (3') in width and/or eight-feet (8') in height.
- The finish on a locking system (door handles and lockset) and hinges is not warranted and is purchased "AS IS". This includes but is not limited to finish discoloration, tarnishing, scratches, abrasions, and visual imperfections. Exposure to certain environmental conditions, including but not limited to salt spray, acid rain, high humidity, or other corrosive elements may adversely affect the coatings on finishes (as well as the mechanical and multi-point locking system (door handles and lockset mechanisms). Timely and proper cleaning of hinges and a multi-point locking system will help to extend the finish appearance (and mechanical mechanisms) and discourage the possibility of rust and corrosion. Hinges and a locking system (door handles and lockset) should be wiped down periodically with a soft, water-dampened cloth and dried off with a soft dry cloth. Abrasive cleaners or other harsh chemicals should never be used on hinges or a locking system (door handles and lockset). Maintenance of the finish (and mechanical mechanisms) is the responsibility of the Warranty Holder.
- The mechanism on hinges installed within 5 miles of a body of salt water.
- The mechanism on the locking system if the Product is installed within 5 miles of a body of salt water or installed on any steel products. Doordesignlab does not recommend the use of locking systems with steel products. If any locking system is used with steel products, it's used "AS IS" WITH NO WARRANTIES.
- EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY RELEVANT TO ITS SUITABILITY FOR ANY PARTICULAR PURPOSE OR USE.
- Failure by the Warranty Holder or its agents to observe one or more of the following rules of Product handling will void this Warranty:
  - Avoid direct contact with water, fire, sunlight exposure;
  - Avoid rough handling of doors and door units;
  - All doors must be transported in containers, on pallets or other devices, protecting them from damage, moisture, precipitation or sunlight exposure;
  - The door assembly in newly built or repaired premises is allowed only after the building materials have dried out completely;
  - Prior to the installation, doors and door units must be kept at the place of installation 3-4 days before they achieve optimum humidity and temperature parameters;
  - Door unit installation should be carried out by trained and properly qualified specialists;
  - Prefinished door units should be installed after the floor, ceiling and wall priming and painting is over, in order to secure the door finishes from getting stained and/or dirty;
  - Only detergents (not water!) suitable for corresponding surfaces (veneer, enamel, polypropylene) and containing no abrasives and solvents can be used for cleaning a door unit;
  - Aerosols for wooden furniture may be applied on a door unit to give the surface additional shine and freshness (with reference to the recommendations on the use of aerosols);



- It is forbidden to knock on the door glass with objects that may cause the glass shattering;
- Misapplication of Products or faulty building design or construction, including inadequate flashings, caulking, building settlement, or structural failures of walls or foundations, or inadequate overhangs;
- Installation in locations or a manner that exceeds or deviates from Product design standards and/or testing and certified performance specifications, and/or not in compliance with building codes;
- Product failure due to improper installation.
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- Product reinstalled after removal from its original installation, except in connection with proper and timely maintenance of components which incur normal wear and tear;
- Rotting, splitting, warping, swelling, or other adverse condition, of or attributed to or arising from a frame system, unless the frame system is a genuine Doordesignlab component part. Use of a non- Doordesignlab frame system by the Warranty Holder (or its door system dealer, distributor, builder, installer, contractor, or other agent) will not automatically void this Limited Warranty. However, while Doordesignlab recommends the use of genuine Doordesignlab component parts, Doordesignlab does NOT warrant the performance or integrity of any third party frame product and therefore, this Limited Warranty will not apply to Product nonconformities or damages attributed to or arising from the rotting, splitting, warping, swelling, or any other condition of a third-party frame product.
- Damages aggravated or worsened because of failure by the Warranty Holder or its agents to timely take reasonable actions to mitigate any alleged damages or failure to file a claim for alleged damages promptly and during the Warranty Period.
- Improper pre-installation storage, including inadequate shelter or inadequate venting of shipping wrap in humid locations.
- Any painting, staining, scratching, or other alteration of Doordesignlab factory-applied exterior coating surface of the Products.
- Natural variations in the color, grain or texture of the wood.
- Slight expansion due to differing environmental conditions.
- Accidental glass breakage, including by example caused by debris or foreign objects striking the glass, or breakage that may occur under conditions exceeding the Product's performance parameters.
- Doors shipped out of the continental US.

Should the Product fail to conform to this warranty within a period of two (2) years from the date of purchase of the Product, Doordesignlab will, at its option, (a) repair the Product, (b) replace the Product in the same stage of fitting or finishing as was initially supplied by Doordesignlab, or (c) refund the price originally paid to Doordesignlab for the Product.

#### ADDITIONAL LIMITATIONS, EXCLUSIONS AND CONSIDERATIONS

- This Limited Warranty does not guarantee safety for persons or property, nor make a premises hurricane-proof or impact-proof. Follow weather and news reports in order to assess severe weather situations, and obey local authorities' shelter and evacuation orders.
- Doordesignlab is not responsible for transportation, shipping, removal, labor or installation charges or costs incurred in replacing the Product or any other costs relating to the replacement of the Product. In addition, Doordesignlab shall not be responsible for indirect, consequential or incidental damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.



- This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Doordesignlab shall not be responsible for indirect, consequential or incidental damages, or for any amount in excess of the purchase price of the defective Product, whether the claim is for breach of warranty or negligence. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.
- This Limited Warranty does not cover damage attributable to or caused by acts of God that include, but are not limited to, stresses, high winds, floods, fire and other conditions that exceed Product designs and testing specifications. However, with exposure over time to environmental conditions, including by example highwind events and other forces of nature, the Product will be subjected to normal and abnormal wear, and its performance capability may change. It is the Warranty Holder's (and its building agents) responsibility to consult local building code laws, and the certification and rating agencies published materials and websites for guidelines on the standards necessary to meet all regulations and codes in the area where the Product will be installed.
- Claims under this warranty must be made in writing, with proof of purchase and prior to any repair work, to: Doordesignlab, 7025 Central Highway Pennsauken Township, NJ, 08109. Doordesignlab reserves the right and must be given a thirty (30) day opportunity to have a Doordesignlab representative field inspect the Product.