



Italdoor and Woodworking Limited

120 Cartwright Avenue, North York, M6A 1V2

(416) 780-9820 Fax (416) 780-9822 E-Mail: sales@italdoor.com Web: www.italdoor.com

Warranty

Warranted Work: - Supply Only of Wood Doors (Invoice Copy Required with Letter of Request)

All Italdoor merchandise is guaranteed, at the time of shipment to be defect free, and to operate under normal usage. We warrant all materials supplied under our Contracts and include the providing of necessary materials and labour to cover replacement of defects and deficiencies in the warranted work in accordance with the standard door manufacturer's warranty.

Transport, Re-hanging and or Re-painting are not covered under warranty.

Improper handling, storage, hardware or finishing result in a void warranty.

- Protect Doors and materials against Elements of Weather
- Lay in flat piles, away from heat, light and moisture sources, do not lean on walls.
- In the storage pile: Turn over top door daily, top door will usually warp.
- On the top of the storage pile, please cover with a sheet of plywood.
- Handle with care, lift or not drag.
- Seal top, sides and bottom of doors, and inside all hardware cuts.
- Appropriate Hardware is required, hinges every 30", all doors must latch every 4'
- Finish Exterior doors w/ dark stain and UV protectant top coat.
- Exterior doors' finish must be maintained.
- Exterior Doors must be protected by an overhang, minimum 6'

The following characteristics are not defects:

- Glass containing natural blemishes through bubbles, blisters and other minor characteristics occurring in specialty glass
- Variations in the natural color, stain, and/or grain, which occur in natural wood
- Panel alignment: shrinkage and expansion naturally occur in wood merchandise, Italdoor panels are designed to 'float' to accommodate naturally occurring shrinkage and expansion—panels may be tapped lightly back into place (some refinishing may be required)
- Pin knots not exceeding 1/4" in diameter
- Warps not exceeding 1/4" in any given section of door measuring 36 x 84. "Warp" refers to any distortion in the door itself and not its relation to the frame of jamb in which it is hung
- Edge glued components

The following items are not covered by this warranty:

- Sealed glass units that have been exposed to areas of high condensation (i.e. hot tubs, saunas, indoor pools etc)
- Hardwood storm doors
- Damage and/or defects caused by incidents beyond the control of Italdoor & Woodworking
- Italdoor merchandise which does not conform to the terms and conditions set out in this warranty
- ANY REFINISHING OR REHANGING EXPENSES
- This warranty is effective for one year from the date of shipment as recorded on the invoice, provided the Italdoor merchandise is in complete compliance with all terms and conditions
- Warranty shall not apply to Acts of God, maltreatment of material, work of others.
- If the door is altered in any way, the warranty is void.

Returning Italdoor Merchandise:

- All requests to return merchandise must adhere to Italdoor's return merchandise policy

Italdoor & Woodworking reserves the following rights:

- To inspect all merchandise before they are returned and/or credited
- To not disclose any information to the end user (homeowners) unless authorized to do so by Italdoors' customer (retailer) and agreed upon by Italdoor & Woodworking
- To defer action regarding warps for a period of 1 year from date of request to return merchandise
- To only accept returned merchandise which has been authorized by Italdoor & Woodworking
- To only accept returned merchandise which has been properly packaged, labeled and returned
- To have merchandise returned to the manufacturing plant for repair, replacement, and/or credit
- To apply a re-stocking charge in instances where the return is not covered by Italdoor & Woodworking's warranty and/or Italdoor & Woodworking is not at fault
- To Not Cover Any Transport Refinishing Or Rehanging Costs

Upon written notification from the Owner or the consultant that the work is defective, any repair or replacement work required shall be to the satisfaction of the owner, at no cost, as long as Italdoor agrees that the repair request is within reason. This warranty shall remain in effect for One Year from date of purchase. The warranty is not transferable