



# Handcrafted Millworks

CRAFTED DOORS - MILLWORK

## " Limited Warranty "

HM warrants all HM solid wood doors for a period of ONE year from the date of Invoice to be of good material and workmanship and to be free of defects at the time of shipment that would render them unfit for the purpose for which each door is recommended. Before leaving our facility, your door has been inspected for any defects in materials and workmanship and is packaged to protect the door in transit. Because all doors are natural wood, some discoloration and natural grain textures are considered acceptable.

Should the warranted door be found to contain defects, HM will at its option either (1) Repair (2) replace any door without charge, or (3) refund the price received for the door. In the event of a defect discovered after inspection of a door from HM, written notice must be given within 30 days thereafter and before the door is hung or treated in any manner. If the door was damaged by common carrier in transit, then the recipient must submit a claim within 48 hours of receipt of product, unless otherwise given other instructions by HM.

HM shall not pay for the cost of labor, installation, finishing, refinishing of the replacement of the original product / components or for any other cost relating to the replacement of the product, all of which shall be the sole responsibility of the person making the warranty claim. All visible defects must be reported before product or products are installed.

***The following are not to be considered defects in material or workmanship and are not covered by this limited warranty:***

1. Wood doors are susceptible to expansion and contraction caused by temperature and humidity variations. Small surface checking or slight shrinking or cupping, which may cause tiny cracks at the joints, may occur under these conditions. These deviations from perfection are not considered flaws. The natural characteristics of wood movement cannot be warranted on doors shipped unfinished.
2. Warp shall not be considered a defect for a 42" x 80" door unless it exceeds a 1/4" in the plane of the door. Warp shall not be considered a defect for a 42" x 96" door unless it exceeds 3/8" in the plane of the door. Warp is any distortion in the door itself and does not refer to the relationship of the door to the frame or jamb in which it is hung. The term warp shall include, bow, cup, and twist. In measuring the amount of warp present in a door, the following method must be used. Bow, cup, and twist are measured by placing a straight edge, taunt wire, or string on the suspected concave face of the door at any angle (i.e., horizontally, vertically, and diagonally.) The measurement of bow, cup, and twist is made at the point of maximum distance between the bottom of the straightedge, taunt wire or string and the face of the door.
3. **Doors wider than 42" and taller than 96" shall "NOT" be warranted.**
4. Improperly installed products
5. Bow or nonalignment in the frame or jam in which the door is hung, if door was not purchased pre hung from HM
6. Wood Panel Shrinkage.
7. Trimming of door in the width or height unless performed by the manufacturer.
8. Natural variations in the color of the wood or in the texture and grain of the wood.
9. Surface checks which are less than 1/16" wide and/or 2" tall outside of the normal distressing of the door, natural variations in wood color and texture.
10. Knotty Alder: surface checks that are 1/8" in width and 6" length and knot placement, quantity or size.



# Handcrafted Millworks

CRAFTED DOORS - MILLWORK

## " Limited Warranty "

11. Attempts by persons to repair HM products unless authorized by HM
12. Doors which are improperly hung or do not swing freely.
13. Damage resulting from any cause beyond the control of HM including, but not limited too, damage caused by misuse, abuse, accident, mishandling, fire, flood, earthquake, storm, tornado, or any other act of nature.
14. For the purpose of this limited warranty misuse is defined as but not limited to installing a product on any side of a structure without adequate protective overhang. "Adequate overhang" is defined as an overhang projecting a distance from the structure one half the height measuring from the bottom of the door and the base of the overhang structure at the point, which is furthest from the door (see illus. "A")
15. Any door that has not been sealed and finished the "same" on all 6 sides of the door. Boreholes, mortise pockets, and any other trimming of the door must be sealed and finished for this warranty to take effect. Any unfinished door, which has not been finished within 45 days of Invoice date or within 30 days after delivery to Job Site.

If the claimed nonconformity is warp HM may defer repairing or replacing the door panel for a period up to twelve (12) months from the date of the claim. It is not uncommon for a temporary warp condition to occur as the door panel adjusts to local humidity and temperature conditions. This deferral will not be counted against warranty period.

### **Pre-finish Limited Warranty:**

HM warrants it's factory pre-finish on our products for one (1) year. Should the factory pre-finish be proven defective, we reserve the right to refinish the door or pay up to \$150.00 for interior doors or \$350.00 for Exterior Doors to the current owner. Products may vary in color due to Natural Wood Tones, grains and textures. Variances in Photography and printing may also cause finish colors shown in print or web material to vary from actual finish.

### **Limited Glass Warranty:**

The following glass panel warranty shall be void if the unit has not been stored, installed, and maintained in a good and workmanlike manner, or if the damage is resulting from exposure due to installation in an unprotected opening, such as an installation without sufficient roof covering protection which causes the door and glass panel to be exposed to an unusual amount of direct sunlight and/or precipitation. For the purpose of this limited warranty misuse is defined as but not limited to installing a product on any side of a structure without adequate protective overhang. "Adequate overhang" is defined as an overhang projecting a distance from the structure one half the height measuring from the bottom of the door and the base of the overhang structure at the point, which is furthest from the door.



# Handcrafted Millworks

CRAFTED DOORS - MILLWORK

## " Limited Warranty "

### Limited Glass Warranty (continued):

**Single Glaze Art Glass Panels.** HM warrants our single glazed art glass panels for a period of ONE year from the date of manufacture.

1. Variations in glass color, texture, pattern and seeds are typical of hand rolled and mouth blown glass can vary from sheet to sheet as well as show variations on the same sheet. Samples are a general representation but vary as noted above.
2. Variations in the coming color. The coming finish is a hand brushed finish product, which will vary in color, and the color will change as the coming ages.
3. All conditions stated below on insulated glass panels, which do not apply to the hermetic seal or clear glass.

**Insulated glass panels.** HM warrants our insulated glass panels for a period of THREE years from the date of manufacture of the insulated glass panel, against permanent failure of the hermetic seal directly attributed to defective manufacturing, which failure results in permanent obstruction of vision through the panel.

***The following are not to be considered defects in material or workmanship and are not covered by this limited warranty:***

1. Minor blemishes and scratches, color variations, bubbles and other imperfections naturally occurring in the glass that do not significantly impair the structure or vision through the glass including slight glass curvature. Surface defects including seeds, cat eyes, gaseous inclusions, stones, scratches and pitting must be visible within eleven (11) feet away (eleven (11) foot rule). Inspections are made looking through the glass under normal lighting conditions at an angle that is perpendicular to the glass surface.
2. Glass breakage or glass damage for any reason.
3. Settling or slippage of the internal glass unit on triple glazed units.
4. Subjection to stresses arising from the glass surface temperature differentials, sloped glazing, accident, or any causes arising from building settlement or movement.
5. Condensation on the external surfaces of the window and/or glass, which may occur as the natural result of humidity and interior/external temperature differentials.
6. The transportation or installation of the glass product or products at altitudes in excess of 3,000 feet above, or below point of manufacture unless equipped with capillary or breather tubes.
7. Improper application, installation, alteration, modification, or use of the glass units, includes the applications of after market films.
8. This warranty does not apply if the failure of the seal is caused by an Act of God, Damage as a result of exposure to corrosive fumes or condensates.



# Handcrafted Millworks

CRAFTED DOORS - MILLWORK

## " Limited Warranty "

HM reserves the right to inspect any product, which is alleged to be defective.

THIS LIMITED WARRANTY EXTENDS ONLY TO THE ORIGINAL PURCHASER OF PRODUCTS OR TO THE ORIGINAL PURCHASER OF THE STRUCTURE INTO WHICH SUCH PRODUCTS ARE INSTALLED.

HM SHALL NOT BE LIABLE FOR CONSEQUENTIAL, INDIRECT, OR INCIDENTAL DAMAGES OF ANY NATURE INCLUDING, WITHOUT LIMITATION, LABOR COST OF ANY KIND ARISING FROM OR IN CONNECTION WITH AN ALLEGED BREACH OF ANY WARRANTY OR NEGLIGENCE ON THE PART OF HM.

This Limited Warranty sets forth HM maximum liability for its products. HM makes no other warranty, expressed or implied including implied warranties of merchantability and fitness for a particular purpose with respect to its products except as set forth above. No distributor, dealer or representative has the authority to change or modify this Limited Warranty.

This warranty gives you specific legal rights and you may have additional rights, which may vary from state to state. Some states do not allow the exclusion or limitation of implied warranties or of incidental or consequential damages so the limitation or exclusion may not apply to you. In such case the duration of any implied warranty shall be the same as that of the expressed warranty stated herein.

All warranty claims must be presented as outlined above, within the warranty period for the specific product. HM will not honor warranty claims made prior to payment in full for the warranted product. HM reserves the right and must be given at least thirty (30) day opportunity to have product, which is subject to a warranty claim to be, field inspected by HM representative. Upon validation by HM of any claim, HM will at its option:

1. Repair the product, and return it FOB San Diego Ca. 92117, freight, collect
2. Furnish a comparable replacement product FOB San Diego Ca. 92117, freight collect
3. Refund the purchase price paid for the product by the original purchaser of the product from HM

NOTE: HM reserves the right to make product improvement changes in specifications, materials and construction details without notice.

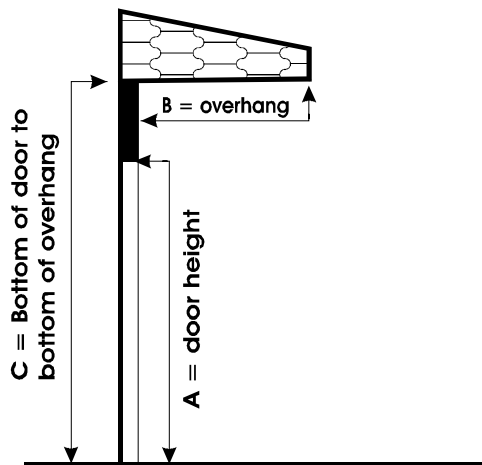
The original purchaser of this product acknowledges that they have read this warranty, understand it and are bound by its terms and agrees to provide this warranty to the original owner of the structure into which the product is installed. Should state or provincial law preclude restriction on transferability then the warranty period is effective as above aforementioned from the date of initial purchase.



## " Limited Warranty "

### Illustration - "A"

Illustration of adequate overhang



Warranty is in effect when B is equal to or greater than C

Northern & Eastern Exposures, B must be equal to or greater than  $\frac{1}{2}$  of C.

Southern & Western Exposures, B must be 100% equal to or greater than C



# Handcrafted Millworks

CRAFTED DOORS - MILLWORK

## "Warranty Claim Form "

### Disclaimer

All returns are subject to inspection prior to issuing credit. If Product is not packaged properly and damaged on return to Handcrafted Millworks, a reduced credit may be issued. If all conditions of the warranty are not met, credit will not be issued and product will be returned at your expense.

Date: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Authorized Contact: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Invoice#: \_\_\_\_\_ P.O.#: \_\_\_\_\_

Product Description: \_\_\_\_\_

Description of Problem: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

<b>For Handcrafted - Millworks Office Use only</b>	
Authorized by: _____	Date: _____
Return Merchandise Authorization #: _____	