

Warranty Exclusions

- Surface grain separation.
- Natural grain & colour variations found in wood products.
- On any unfinished interior and exterior doors that have become wet after leaving our manufacturing facility.
- On any exterior doors that have been painted or stained with dark colours such as black, red or dark brown.
- On doors greater than 36" x 84".
- On any interior doors that have been installed for exterior use.
- On any exterior doors that are out-swinging.
- Our door panels are free floating and can become misaligned because of the natural process of expansion and contraction of wood. This can be remedied simply by lightly tapping the panels back into place. Some refinishing might be required.
- Damages caused by failure to comply with the care and handling instructions.
- Product abuse.
- Doors that are improperly installed.
- Non-alignment or bow in the frame or jamb in which the door is hung.
- Damages caused by persons, other than the manufacturer, attempting to make repairs to the door.
- Doors whose basic structure has been changed.
- Doors that have a warp or twist that does not exceed 1/4". This does not include doors that exceed 36" x 84".
- Any transportation, refinishing, and rehangng expenses.