

TRIMLITE LIMITED WARRANTY FOR WOOD DOORS

Trimlite warrants, that each door bearing the Trimlite brand and identification mark, is of good material and workmanship and free from defects which renders them unserviceable or unfit for ordinary, recommended use. Trimlite warranty is for a period of **ONE YEAR** from date of shipment from Trimlite, provided the following conditions are met:

1. Manufacturing defects must be reported promptly before fitting, finishing, or hanging. Failure to do so will result in forfeiture of any warranty.
2. Provided that doors are operative, action on any claims after installation may be deferred at the option of Trimlite for a period not exceeding twelve months from date of complaint. During this time period, doors must remain hung in the original installation to permit conditioning to local humidity and temperature conditions.
3. Trimlite agrees, at our option, to either (1) repair without charge or (2) replace without charge or (3) refund original purchase price, any door that is defective within the meaning of this guarantee. Trimlite is not responsible for any costs associated with installation or finishing of replacement door or door components as well as any incidental or consequential damages, all of which will remain the sole responsibility of person making the warranty claim.
4. In the case of exterior applications, doors must be hung in a location protected from exposure to direct sun or rain under normal conditions. **Refer to Care and Finishing Procedure for Wood Doors: Section: Figure 2 Overhang Guide**

5. The entire door, including edges, top, bottom, and sides must receive at least two coats of an oil base paint, varnish, or sealer at the time of installation. **Refer to Care and Finishing Section.**

(Failure to follow Trimlite finishing instructions will void any warranty.)

6. Trimlite warranty extends only to the first purchaser or retailer of said door(s) and is not transferrable.

Allowable Tolerances

1. Thickness, width, and height tolerances from nominal sizes shall not exceed 1/16" plus or minus.
2. A squareness tolerance of not more than 1/8" between two diagonal measurements taken across the face of the door shall be allowed.
3. For doors 3' x 7' or smaller, deformation (bow, cup, twist, warp) shall not be considered a defect unless it exceeds 1/4" in the plane of the door itself. Warranty can apply for 1-3/4" doors up to 42" x 96" if properly installed with a three-point locking mechanism.
4. Trimlite will not warranty against warp on any doors exceeding 42" in width or 96" in height.

Exclusions

The following are not defects in workmanship or material and are not covered by this written warranty:

1. Damage caused by attempts other than Trimlite's to repair the door and/or unit.
2. Failure to properly seal the door. All edges must be sealed within 72 hours after fitting and hanging with the integrity of the finish maintained.
3. Defects caused by improper installation such that the door does not swing freely.
4. Damage cause by improper handling or on-site storage

DOOR WARRANTY AND POLICIES

5. Due to uncontrolled site conditions the appearance of field finished doors is not guaranteed by Trimlite.
6. Natural variations in the color or texture of the wood are not to be considered as defects.
7. Panel shrinkage is not considered a defect and would not be covered by this warranty.
8. Failure to provide normal homeowner maintenance on the door finish.
9. Doors or door components that are not finished and hung in accordance with the Care and Finishing instructions; and doors/components that are exposed to direct sun or rain under normal conditions.

Door Policy

1. **RECEIVING:** Upon receiving, order must be checked for accuracy or damage. If damage is apparent, it must be noted on the delivery receipt. Claims for shipping damage or loss must be filed with the carrier by the customer. While we do our best to protect product for shipping, wood doors are rather fragile and can be easily marked so a thorough inspection by your receiving dept. is necessary. Any damage or shortages must be reported to Trimlite Customer Service within 24 hours of receipt.
2. **SPECIAL ORDERS:** Care must be taken to insure order accuracy. Order sheets with swing diagrams are available. Special order cancellation will not be accepted once work has begun on the unit.
3. **RETURN GOODS AUTHORIZATIONS (RGA)**
Contact your Trimlite representative to request inspection and return authorization. All doors approved for return must be shipped back to Trimlite in the same condition in which it was shipped. Your Trimlite account manager will specify the method of return. No credit will be given for doors returned in non-saleable condition. Trimlite will refuse any product returned which does not have an RGA number.

Claim Policy

1. A representative of your firm must inspect the unit.
2. Provide purchase order number, invoice number, and original ship date.
3. Identify product and problem.
4. Provide contact names and phone numbers.
5. With the above information, Trimlite will make arrangements to go to the job site with a representative of your firm.
6. Upon establishing there is a valid warranty situation, Trimlite will repair, replace or refund the original purchase price as per the guarantee.

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WARRANTY FOR WOOD DOORS

