



## WOOD DOOR WARRANTY

### I. WARRANTY INFORMATION

Dallas Door Designs warrants its doors to be free from defect in workmanship or defects related to the nature of wood such as cracking or warping. This warranty is valid for a period of 1 year from the date of installation. The warranty also covers the wood door finish for a period of 1 year and glass panels for 5 years (see details below). As any wood product exposed to weather, we recommend re-coating your door once a year if/when needed; the product we use is KLIMA WB THIXO in "Clear Satin". This will help protect your door in the long run and prevent potential cracks in the wood as well as maintaining the original look/color.

Should the warranted door be found to contain defects as stated above, Dallas Door Designs will accept the warranty claim to assess the damage. Warranty process (1) we will send someone out to assess the issue (2) repair the door or any portion of the door free of charge, (3) replace any defective portion of the door, and (4) if a problem persists, as a last resort we will replace the door with a new one.

#### **a. GLASS**

Dallas Door Designs provides high quality glass that is double-pane tempered & insulated for all exterior wood door units. Low-E (energy efficient glass) is not mandatory and is not standard with every purchase, but the purchaser is responsible for requesting special glass when necessary. Glass seal is only covered if noted before installation as seal can be broken by pressure washing or slamming of door after installation. Warranty covers glass from broken seals and fogging within the 5 years. Warranty covers cost of materials, but the labor in replacing the glass will be subject to charge depending on the work involved.

#### **b. PREFINISHING**

All products by Dallas Door Designs are considered "one of a kind" and may contain reasonable variations in color from any samples presented, or color variances when purchasing multiple doors will not be considered a defect covered by this warranty. Dallas Door Designs stain finishes will naturally age relative to exposure to natural elements and is therefore not covered by any warranty either implied or expressed. Due to exposure to the elements, in time, the finish may begin to deteriorate in certain places. This however, for purpose of warranty, is not considered as a defect, but a natural process that is related to how protected the door is from the elements. \*Natural variations occur even when adequate color matching is done during the door manufacturing process, different pieces of wood take stain

slightly different and variations of stain within the adequate stain color are a normal characteristic of wood products\*

**\*Very Dark or Black Doors\*** - Doors that are stained or painted in very dark colors are liable to cracking if they are exposed to direct sunlight. Too much heat on dark doors, causes the door to reach higher than normal temperatures that will affect joints and panels in the long run. Even with the best paint processes, and best quality products, wood that is subject to such high temperatures and direct sun exposure can be expected to have a negative effect on the door construction. Therefore dark finished doors are not covered under standard warranty.

#### **c. LOCK-SETS & HARDWARE**

Dallas Door Designs does not limit customers to a particular lock-set or brand. Customers are allowed, and encouraged, to do research of their own regarding hardware brands and products offered. Issues with lock-sets are not covered under warranty by Dallas Door Designs, but many hardware companies offer life time warranty on their products. If there is an issue with a lock-set Dallas Door Designs can assess the issue and replace the lock if necessary, but the service call is subject to charge. If a customer requests to re-use old hardware, we cannot guarantee the old hardware is functioning as it should or as new hardware would; therefore, if there are issues with old hardware and the hardware needs to be replaced that cost is to be incurred by the customer.

#### **d. INSTALLATION**

Dallas Door Designs is responsible for carefully removing the existing door unit and fully installing the new door unit. In doing so, there can be unforeseen circumstances that arise due to the construction of the house that are not related to the new door itself. i.e. brick or stone issues, concrete issues, wood rot or termites in the framing, old sheetrock or plaster that falls off, etc – these are issues that are not covered by our regular installation charge if they require additional work, and will be charged accordingly if we are asked to resolve the problem.

#### **e. POST INSTALLATION**

Dallas Door Designs will only be responsible for adjusting a door that has shifted out of position within 30 days after the installation. Any other movement that occurs due to natural settling of the house or shifts in foundation that require adjustment, will be treated as a regular service call and will incur a charge based on the labor needed to repair.

All doors are guaranteed to be built to the specifications approved by the purchaser, their installer/builder, or individual providing Dallas Door Designs with measurements, for the door purchased for will call/delivery, to be installed by an unrelated third party.

This warranty is strictly limited to the repair or replacement of the product if deemed defective from manufacturing, Dallas Door Designs assumes no other liability. If Dallas Door Designs installers are responsible for any damages, Dallas Door Designs will assume liability.

This warranty is not transferable.

## II. EXCLUSIONS and LIMITATIONS to WARRANTY:

This warranty does not cover products not manufactured by Dallas Door Designs such as alarms, doorbells, locksets, and deadbolts. Warranty falls under responsibility of the hardware manufacturer. We will be happy to assist you with obtaining the necessary parts, but labor and installation are not covered.

Warranty does not cover regular wear & tear of weatherstripping, thresholds, and door sweeps as these are not related to regular door construction.

Unvented glass storm doors void the warranty due to them creating a pocket of hot air, which cause the wood door to release humidity and damage the finish.

Warranty is void if the door does not have an adequate overhang. At the very minimum, an adequate overhang is one that projects a distance from the structure, equal to one-half its height, at the point which is farthest from the door. (i.e., if the porch roof is 10ft high, the overhang must extend out 5ft from the wall, to meet warranty standards.)

Warranty does not cover warpage in any door over 8 feet in height, or 4 feet in width.

Warranty is void if the door was not prefinished and sealed by Dallas Door Designs. All doors that will be exposed to weather, and are installed unfinished, must be prefinished and sealed within 24 hours of installation to avoid any damage.

Dallas Door Designs is not responsible for product failure due to improper installation by an unrelated third party. Water infiltration can occur to doors that are not well protected and exposed to extreme climate, and could also result from improper installation or weatherstrip failure.

This warranty does not cover damage caused by paint, acid, and/or other chemicals applied to the door by a non-Dallas Door Designs employee, as well as any tape and/or any other adhesive type of product that is put directly onto the door and jamb, causing it to ruin the finish.

Variations in measurements +/- (1/8") are acceptable in hand-crafted custom wood doors and will not be considered a defect as long as they do not affect the operation and integrity of the door.

Natural variations in color, texture of surface, and checking of wood, are not considered defects. Surface checks less than 1/32" in width are natural & caused by slight expansion and contraction of the door, due to changes in temperature and humidity.

Warranty does not cover warpage not exceeding one-fourth inch (1/4") in the plane of the door.

Warranty does not include panel shrinkage and misalignment, which leaves an unstained line along the edge of the panel. This is expected in certain climates since it is caused by differences in temperatures and humidity, therefore not considered a defect. However, this can be taken care of with an easy touch-up.

Wood sills are not offered due to quality issues and are not covered under this warranty.

Warranty is void if homeowner fails to perform normal homeowner's maintenance on the door. The clear coat protects the color of the door, & it is the homeowner's responsibility to determine when the door requires a general refinish to maintain integrity of the finish and the wood door. (Note: correct product must be used for the refinish to hold up, using the wrong product could damage the finish)

Dallas Door Designs does not guarantee the doors to fulfill requirements of local building codes, as codes vary from city to city, so purchaser should be aware of their own local codes before ordering.

All items on "Sale" are sold as is, with no warranty - all sales are final.

### III. MAINTENANCE SUGGESTIONS

Sun and weather can be extremely detrimental to any material that is constantly exposed to water, heat, and light, as well as pollen and bugs that can get baked on the surface by the sun.

Simply use a slightly wet rag to keep a clean-looking door and prevent it from damage.

If the finish starts to dull over time, please call Dallas Door Designs and schedule a yearly maintenance call, or as needed at a reasonable cost.

By signing below, I confirm that I have read the warranty information above and agree to all terms listed above by Dallas Door Designs.