

Limited Wood Door Warranty

HolzKraft Industries, LLC. (the “Warrantor”), extends the following **LIMITED WOOD DOOR WARRANTY** (the “Limited Warranty”) to the original purchaser.

I. **Wood Door.** Finished [primed, stained, or seal-coated] Wood Doors manufactured by Warrantor are warranted for FIVE (5) YEARS after date of delivery to purchaser. Unfinished Wood Doors manufactured by Warrantor are warranted for ONE (1) YEAR after date of delivery to purchaser. If the Wood Door proves, upon examination by the Warrantor, not to be free of defects rendering the Wood Door unserviceable or unfit for the purpose for which the Wood Door is designed and recommended, the Warrantor will either:

- A. Repair the returned Wood Door to the stage of fitting and/or finishing that it was originally delivered to the purchaser without charge; or
- B. Replace the Wood Door without charge; or
- C. Refund the price received by the Purchaser for the Wood Door.

The Limited Warranty on a repaired or replaced Wood Door will be limited to the unexpired term of the original Limited Warranty.

II. **Conditions and Exceptions.** This Limited Warranty applies only when the following conditions and exceptions exist and/or have been complied with:

- A. The purchaser has retained possession of the Wood Door and has not sold, assigned, or otherwise transferred the Wood Door to any third Party;
- B. The Wood Door is returned to the Warrantor in the same condition it was received;
- C. Purchaser’s claim under this Limited Warranty is in writing and mailed to Warrantor (as evidenced by postmark) within TEN (10) DAYS of:
 1. Purchaser’s receipt of the Wood Door, when the defect is reasonably discoverable by inspection and before the Wood Door is installed, hung, or treated in any manner, or
 2. Purchaser’s discovery of a defect which was not reasonably discoverable at time purchaser received the Wood Door;
- D. If a claim under this Limited Warranty is made after the Wood Door has been installed, hung, or treated in any manner, the Warrantor may elect to delay taking any action under this Limited Warranty for a period of time, not to exceed twelve (12) months from written notice of the defect by Purchaser (the “Deferment Period”);
- E. During any Deferment Period, the Wood Door must remain hung in the original installation, to permit conditioning to humidity and temperature;
- F. Warp of the Wood Door shall not be deemed a defect unless the Warp exceeds one-fourth inch (1/4”) in the plane of the door itself for doors three-feet (3’) by seven-feet (7’) or smaller. For doors larger than three-feet (3’) by seven-feet (7’), warp not exceeding three-eighths inch (3/8”) in the plane of the door itself;
 1. “Warp” is defined as any distortion in the door itself, and does not refer to the relation of the door to the frame or jamb in which it is hung. The term “Warp” includes bow, cup and twist;
 2. For the purpose of this Limited Warranty, Warp shall be measured by placing a straightedge, taut wire or string on the suspected concave face of the door at any angle (i.e., horizontally, vertically, diagonally), with the door in the installed position. The measurement of warp shall be made at the point of maximum distance between the bottom of the straightedge, taut wire or string and the face of the door.
- G. Unfinished Wood Doors must be finished on all six sides within 10 days of delivery to purchaser. Left exposed, the Wood Door will start to absorb moisture immediately. This unprotected absorption of moisture will affect the Wood Door and void its warranty.
- H. No action will be taken by Warrantor if purchaser has a balance due to Warrantor for the purchase of the Wood Door or any other matter.

III. **Exclusions.**

- A. Panel shrinkage of one-eighth (1/8”) or less is not covered by this Limited Warranty. (Note: Panels are designed to “float”. Temperature and/or humidity changes may cause the wood panels to shrink, leaving an unstained line along the panel edge.
- B. Final appearance or color tone of pre-finished Wood Door is not covered under this Limited Warranty as variations in wood grain, color and absorption of finish may affect final appearance and color tone of pre-finished Wood Doors.
- C. The Limited Warranty does not cover the appearance or application of field-applied finishes.
- D. Wood Doors that are made with a different species of wood laminated together.
- E. Wood Doors stored upon arrival, under adverse conditions, outside the normal limits of temperature and humidity control of that expected where the Wood Door will be installed.
- F. The Limited Warranty does not apply to exterior doors.

IV. **Termination of Limited Warranty.** The following will result in Warrantor’s obligations pursuant to this Limited Warranty becoming null and void:

- A. Any repair or replacement to a Wood Door not performed by Warrantor or not expressly authorized in writing by Warrantor;
- B. Damage due to trimming more than three-quarter inch (3/4”) total of the Wood Door;
- C. Any accident to the Wood Door, any misuse to the Wood Door, any abuse to the Wood Door (including failure to properly store or maintain the Wood Door or failure to maintain the Wood Door at the proper heat and humidity levels), alteration of the Wood Door, or any operation of the Wood Door in modified form;
- D. Doors shipped out of the continental United States; or
- E. Acts of Nature for which the Wood Door is not designed and recommended.

- V. **Service and Repair Expense.** Under this Limited Warranty the Warrantor will provide only a replacement Wood Door, or a repaired Wood Door, or refund the price received by the Purchaser for the Wood Door. The purchaser is responsible for all other costs. Purchaser costs may include but are not limited to:
- A. Finishing costs for material and/or labor;
 - B. Labor charges for service, removal, repair or reinstallation of the Wood Door or any component part;
 - C. Shipping, delivery, handling and administrative charges for returning the claimed defective Wood Door to the Warrantor;
 - D. All necessary or incidental costs for any materials and/or permits required for installation of the replacement or repaired Wood Door.

VI. Limitation on Implied Warranties.

ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY AND ANY IMPLIED WARRANTY FOR FITNESS FOR PARTICULAR PURPOSE, IMPOSED ON THE SALE OF THIS WOOD DOOR UNDER STATE LAW, ARE LIMITED TO ONE-YEAR DURATION FOR THE WOOD DOOR. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

- VII. **Claim Procedure.** Any claim under this Limited Warranty should be made in writing, and sent to HolzKraft Industries, LLC., 28W206 Commercial Ave., Lake Barrington, IL 60010

- A. Purchaser's written claim shall accurately and precisely state the basis for Purchaser's claim under this Limited Warranty and state facts supporting Purchaser's claim. The written claim shall also state a mailing address and phone number where the Warrantor may contact Purchaser.
- B. Purchaser's written claim pursuant to this Limited Warranty shall include a receipt evidencing purchasing of the Wood Door by the Purchaser.
- C. After receiving Purchaser's written claim (in compliance with this Limited Warranty), Warrantor will contact Purchaser and provide instructions as to what, if any if any actions Purchaser should take.
- D. If Warrantor instructs Purchaser to return the Wood Door to Warrantor, the Wood Door must be returned to the Warrantor in the same condition it was received by Purchaser.
- E. The Warrantor will only honor replacement with an identical or similar Wood Door or parts of it which are manufactured or distributed by the Warrantor at the time any claim by Purchaser is made.
- F. Warrantor compliance with this Limited Warranty is subject to conformation that Purchaser has complied with this Limited Warranty.

VIII. Disclaimer.

NO OTHER EXPRESS WARRANTY HAS BEEN MADE OR WILL BE MADE ON BEHALF OF THE WARRANTOR WITH RESPECT TO THE WOOD DOOR OR THE INSTALLATION, OPERATION, REPAIR OR REPLACEMENT OF THE WOOD DOOR. THE WARRANTOR WILL NOT BE RESPONSIBLE FOR DAMAGE, LOSS OF USE, INCONVENIENCE, LOSS OR DAMAGE TO PERSONAL PROPERTY, WHETHER DIRECT OR INDIRECT AND WHETHER ARISING IN CONTRACT TORT.

- A. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.
- B. This Limited Warranty gives you specific legal rights, and you may also have other rights that vary from state to state.