

**CUSTOM FINISH
SUPPLY COMPANY**

PO Box 8148 Midvale, Utah 84047 | 6060 South 300 West #15 Murray, Utah 84107

Phone: 801-260-7020 | Fax: 801-260-0122 | customfinishtsupply.com

WARRANTY CLAIM AND LIMITATIONS:

In the event of a defect or failure to conform with this warranty, upon written notice to Custom Finish Supply, the company, at its opinion will

1. Repair the door without charge
2. Provide a replacement door without charge in the same stage of fitting and finish as was originally purchased.

Custom Finish Supply will not be liable for any door repaired or replaced without their prior written consent. Custom Finish Supply will not be liable for consequential, indirect, or incidental damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusions of limitation may not apply to you. All implied warranties are limited to one year from the date of shipment.

If a defect occurs within one year from the date of shipment, written notice of the defect must be provided to Custom Finish Supply. The Buyer shall not return any goods to Custom Finish Supply until it has been provided a reasonable opportunity to inspect the goods that the Buyer is looking to return. Custom Finish Supply may inspect product to determine whether a defect exists. Custom Finish Supply will not be liable for any doors repaired, returned, or replaced without prior written consent. If warranted doors contain defects covered under our limited warranty, it may be limited to a Custom Finish Supply option.

1. Repairing or replacing the door(s).
2. Refunding the purchase price of the door(s) to Buyer.

Doors will be repaired or replaced in the same stage of fitting and/or finishing as they were originally supplied. Custom Finish Supply will not pay any cost to remove defective doors or to install new doors and will not be responsible for any finishing cost or consequential damages. Final warranty inspection will be made at Custom Finish Supply location, upon receipt of defective product. If the claim is found by Custom Finish Supply, in its sole discretion, to be invalid, neither repair/replacement nor refund will be issued.

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LIMITED WARRANTY EXCLUSIONS:

The following is not considered a defect in your Custom Finish Supply product and are not covered by this written warranty.

1. Doors larger than 3/6 x 8/0 x 2 ¼ are not covered under warranty.
2. For doors 3/0 x 7/0 or smaller, warp not exceeding 1/4" in the plane of the door. For doors larger than 3/0 x 7/0 warranty against warp does not apply. Warranty will apply for doors up to 3/6 x 8/0, warp not exceeding 3/8" in the plane of the door if properly installed with a three-point locking mechanism. Action on any claim or warp may be deferred for a period of up to 1 year, in order to permit conditioning and equalizing to humidity and temperature conditions.
3. Failure to properly seal all six edges of the door. The door must be properly finished immediately after fitting and hanging.
4. Damage from improper storage or handling of doors.
5. Defects caused by (1) warp or bow of the frame or jamb in which the door is hung or (2) improper installation such that the door does not swing freely.
6. Damage due to trimming more than one-inch (1") total of the product.
7. Damage caused by attempts other than C.F.S.C. to fix the product.
8. Natural color or texture variations in the wood.
9. Variations or unsatisfactory results in the gloss level, texture or appearance of paint or other finishing material is not covered.
10. Panel shrinkage of 1/8" or less. (note. Panels are designed to "float". Temperature changes may cause wood panels to shrink, leaving an unstained line along the panel edge.)
11. Slight expansion due to differing environmental conditions.
12. Surface checking of the hardwoods is considered a natural characteristic and is not covered by this warranty.
13. Damage from extreme surface temperatures due to use of dark finishes on doors exposed to sunlight.
14. Damage caused from extreme heat buildup where a storm door is being used.
15. Expansion of bottom rail due to climate conditions is not considered a defect.
16. Failure to have adequate overhang in accordance with Industry standard
17. Panel shrinkage is not considered a defect.
18. Failure to perform routine homeowner's maintenance, including maintaining the finish.
19. Damaged caused by others or by any cause beyond the control of C.F.S.C. including but not limited to, house settling, damage caused by normal wear and tear, weathering (including corrosion of components) customer misuse, abuse, neglect or alteration, fire, flood, earthquake, storm, tornado or other acts of nature.
20. Plank doors are not warrantied against warp in any size.
21. Exterior flush doors are not covered under any warranty regardless of overhang conditions.
22. Invoices must be paid current for warranty to apply.