

# Iron Door Consumer Product Warranty

Doors by Design warrants its product to be free from defect in material and workmanship for a period of FIVE (5) Years from the date of delivery to the original purchaser and will repair or replace any defective product or parts at Doors by Design sole discretion.

Doors by Design warrants product finish to be free from defect for a period of FIVE (5) Years from the date of sale to the user and will repair at Doors by Design sole discretion. Since each Doors by Design product is handcrafted, there will be variances in the design, finish and overall appearance. Some designs may dictate that slight variances occur to preserve strength and rhythm of the design, depending upon the configuration of the door, gate, window, garage door, insert or any other product built by Doors by Design.

All products sold by Doors by Design are "one of a kind" and as such contain slight "variations" in form, functionality, and finish. All product finishes may age relative to exposure. The finish is warranted against flaking or peeling from normal wear and tear. Doors may be cleaned with a mild soap and water mixture, as cleaning with harsh chemicals including ammonia based products (e.g. glass cleaner) may damage the finish. Doors installed in coastal areas must be ordered for coastal application and manufactured for such, as specified by Doors by Design. Coastal door hinges require oil on an annual basis. There is a 1 year warranty on the finish for any products installed outside of the continental U.S.

This warranty does not cover: non-Doors by Design products; (i.e. pull-handles, or items added to the unit after the sale); weather stripping, and threshold; products that have not been paid for in full at the time of completion and finish out; problems caused by improper storage, handling, installation, finishing, use, modification, or maintenance. Lack of proper maintenance (we recommend lightly cleaning the door on a monthly basis with a mild soap solution and water to avoid buildup of natural acids that can destroy the faux finish and clear coat; Doors installed in corrosive environments, considered as any area within two miles of a coastline, are only covered for a period of twelve (12) months under this limited warranty.

Damages incurred during shipping are not considered a product defect and therefore are not covered under warranty. Shipping damages must be claimed with the shipper within their specified time limit (typically 3 calendar days). Acts of God; terrorist acts, missiles, accidents, abuse, misuse, including glass breakage or shattering for any reason (Insulated Glass is covered by warranty provided by glass manufacturer; standard warranty is 90 days from delivery date; scratches and defects must be reported to the glass manufacturer within 3 days of delivery.); products subjected to conditions outside their design limitations; minor imperfections in the metal that do not affect the product's structural integrity; minor variations in finish color; normal wear or discoloration of finish. Doors by Design does not consider this to be a defect, but rather a normal process, and over time enhances the naturally aging appearance of the metal and finish); finish problems caused by mechanical damage or abrasion; damage caused by acid rain, salt spray, or other corrosive elements; problems caused by high humidity (condensation and frost); discoloration of non-visible parts; wood rot due to improper maintenance or installation; or problems due to water leakage which is not the fault of the Doors by Design product.

Condensation on doors or windows or any related water damage, which may occur as a result of humidity within the property or changes in the interior/exterior temperatures are not covered under this warranty. Peeling paint or any other damages caused by condensation or improper ventilation are also not covered under this warranty. Water damage caused by spraying the door/window with a pressurized hose is not the responsibility of Doors by Design. Condensation on doors or windows or any related water damage, which may occur as a result of humidity within the property or changes in the interior/exterior temperatures are not covered under this warranty. Peeling paint or any other damages caused by condensation or improper ventilation are also not covered under this

warranty. Water damage caused by spraying the door/window with a pressurized hose is not the responsibility of Doors by Design, and as such is not covered under this warranty.

Doors by Design, recommends its doors be installed with an adequate overhang to protect the finish against the elements and prevent water infiltration due to unusual precipitation, which may result in water penetration of the door. Adequate overhang is one in which the roof overhang projects a distance from the structure (to be no less than one-half of the elevation difference between the lowest edge of the door and base of the overhangs highest point above the entryway). Due to small variations in steel properties, there may be a tolerance variance of (+/-) 1/8". In no case does this limited warranty cover the costs of labor required to finish, replace product, elaborate or install trim or other carpentry work that may be required. Replacement parts or products will be the closest equivalent to current product and may not exactly match the original. Parts will be provided at Doors by Design, sole discretion and may or may not include shipping charges. The warranty on any replacement product will extend for the balance of the original warranty period. Doors by Design finishes may vary in places due to the frequency of use. Doors by Design products are HAND-FORGED and therefore will have some rustic attributes or minor imperfections. These minor imperfections contribute to the charm of a HAND-FORGED product and are therefore not covered under warranty. Doors by Design will not be responsible for problems or damages caused by deficiencies in building design, construction, maintenance, failure to install our products in accordance with approved methods, or the use of our products in systems, such as barrier wall systems, which do not allow for the proper management of moisture within the wall system. NEITHER DOORS BY DESIGN NOR ANY SELLER OF DOORS BY DESIGN PRODUCTS WILL BE RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES (WHETHER UNDER THEORIES OF TORT, STRICT LIABILITY, CONTRACT, WARRANTY OR OTHERWISE) WHICH MAY RESULT FROM A PRODUCT DEFECT OR MALFUNCTION. 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.

**THE WARRANTIES STATED HEREIN ARE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES (EXCEPT OF TITLE), EXPRESSED OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. DOORS BY DESIGN NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PARTY TO ASSUME FOR IT, ANY OTHER LIABILITY.**

**IN NO EVENT SHALL DOORS BY DESIGN BE LIABLE FOR ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES.**

Water conditions vary across the country. Chemicals and minerals in the water and air can adversely affect the finish. We recommend that you rinse away any traces of soap and gently dry with a clean soft cloth after each use. Do not use materials such as window cleaners, toothpaste, nail polish remover, or caustic cleaners. Doors installed in coastal areas require hinge oil on an annual basis. 3-IN-One Multi-purpose oil is recommended.

## **Total Quality Control-**

Doors by Design is totally committed to ensuring that all of our products and services are designed to meet or exceed our customer's expectations. Before any of our products leave the manufacturing facility, they are fully inspected by one of our quality control team members to ensure that the customer receives the perfectly finished unit that was custom made to their exact specification.