



## *Unfinished Wood Entryways or Wood Door Slabs with or without Decorative Glass and/or Wrought Iron*

### **Our Warranty to you...**

GlassCraft *Unfinished Wood Door* slabs and entryways are designed to create lasting value and beauty for your home, and this warranty is effective for all unfinished wood door slabs and systems sold by GlassCraft on or after **January 1, 2011** for use in the United States. Any previous warranties will continue to apply to door products manufactured by us prior to this date. For additional information, including care and maintenance, installation and finishing instructions, or to report a warranty claim, see your dealer or refer to [www.glasscraft.com](http://www.glasscraft.com).

We warrant that, subject to the conditions and exclusions stated below, each unfinished wood door or its glass panel or wrought iron grill will be free from defects in material and workmanship which would render the product unfit for normal and recommended use and service when correctly finished and installed in the continental USA. GlassCraft Door Company ("GlassCraft") warrants this product only to the first purchaser of the product for purposes other than resale, or to the original purchaser of the residence into which such door is installed. This warranty covers defects which become evident during the period outlined below, provided that the owner gives written or electronic notice of the defects to GlassCraft Door Company, 2002 Brittmoore, Houston, Texas 77043, within the applicable time period. This warranty constitutes the sole and exclusive warranty offered by GlassCraft Door Company: it is not transferable, and no dealer, distributor, or representative of GlassCraft has the authority to modify or expand this warranty.

### **Wood doors without factory finish**

GlassCraft Door Company offers a limited warranty for one (1) year for all unfinished wood doors and/or entryways from the date of first purchase from GlassCraft of the product; this warranty assuring that product, for this period, is of good material and workmanship and free from defects that would render the product unserviceable or unfit for the ordinary, recommended use. The following shall not be considered defects in material or workmanship, and are not covered by this warranty:

1. Damage caused by improper finishing of the door or entryway; failure to comply with finishing, installation, maintenance, and warranty information provided by or available from GlassCraft, failure to perform normal homeowner maintenance, or by attempts other than by GlassCraft to repair the door. All 6 sides (front, back, edges, top and bottom) of the door must be properly finished and maintained.
2. Warp of up to ¼" in any plane of the door for any 6'8" tall door up to 36" wide. Warp of up to ½" in any plane of the door for doors taller than 6'8" and up to 8 foot tall and up to 42" wide. Doors wider and/or taller are not warranted against warp. Surface checks in the doors that are less than 1/8" in width or less than 2" in length are not warranted. A bow or nonalignment in the frame or jamb in which the door is hung is not covered.
3. Normal wear of the door, the natural variation in wood colors or texture, and the physical appearance of the door are not covered. Appearance or performance of a knot in any alder door is not covered.
4. Glass breakage or glass damage for any reason. The physical appearance of a glass panel is not covered by this warranty.
5. Rusting or metal deterioration or appearance of wrought iron.
6. Damage caused beyond the control of GlassCraft, including but not limited to damage caused by misuse, abuse, accident, or mishandling, or by fire, flood, earthquake, hurricane, storm, tornado, or other acts of nature. In addition, water penetration due to pressurized water application from a water hose or sprinkler systems is not covered. Leakage in any door around a "speakeasy" door opening is not covered. Or damage resulting from the installation of a storm door with the GlassCraft wood door.
7. Damage resulting from reducing the height of the door by removing more than 1" from the bottom rail and/or 1/2" from the top rail of the door or reducing the width of the door by removing more than 1/2" from either side edge.
8. Wood Panel movement or shrinkage.
9. Damage resulting from exposure due to installation in an unprotected opening, such as an installation without sufficient roof overhang protection, which causes the door to be exposed to an excessive amount of direct sunlight and/or precipitation. Minimum sufficient roof overhang may be defined as a distance of not less than one-half of the height elevation measured from the bottom of the door to the bottom of the overhang at the point that the overhang is furthest from the door or entry. The width of the overhang and/or placement and size of entryway side walls are also very important to adequately protect the entryway. Depending upon the installation application, this overhang may need to be greater than this minimum overhang.

### **Glass Panels & Wrought Iron Grilles**

GlassCraft Door Company does not warrant any product against glass breakage or glass damage for any reason. The following Glass Panel warranty shall be void if the unit has not been stored, installed, and maintained in a good and workmanlike manner, or if the damage is resulting from exposure due to installation in an unprotected opening, such as an installation without sufficient roof overhang protection, which causes the door and glass panel to be exposed to an unusual amount of direct sunlight and/or precipitation. (See #9 above for more information on "roof overhang protection").

**“IG” Insulated Glass Panels** Your Insulated Glass panel, for a period of 5 years from the date of purchase, is warranted against any material obstruction of vision through the Unit due to the accumulation of dust, moisture, or film on the internal surface of the glass caused by failure of the Unit’s edge seal due to defects in material or workmanship, under normal conditions. This warranty shall be void 1) if the unit has not been stored and installed in a good and workmanlike manner, 2) if the Unit is installed in high moisture environments (such as green houses or swimming pool enclosures), or 3) if film, shades, blinds, a storm door, or any foreign materials are used on or near the surface of the Unit.

**Wrought Iron Grilles** GlassCraft Door Company does not warrant any wrought iron product against rusting or metal deterioration, or the appearance of the decorative wrought iron grilles.

#### **Claims Procedure and Limit on Remedies**

All warranty claims must be presented as outlined above, within the warranty period. We will not honor warranty claims made prior to payment in full for the warranted product. Upon validation by GlassCraft of any warranty claim, we will (at our option):

- 1) provide a replacement at no cost to the customer, and return it to the customer, FOB GlassCraft in Houston, Tx., or
- 2) refund the purchase price paid for the product by the original purchaser of the product from GlassCraft Door Company, or
- 3) offer a replacement at a cost of 25% of the current list price of the product, and return it to the customer, FOB GlassCraft in Houston, Texas

We reserve the right to inspect any product that is alleged to be defective. GlassCraft may require that the purchaser return the product to GlassCraft in Houston for inspection. Or we may choose send a company or field representative to inspect the product in the field, in which case we must be given at least a thirty-day opportunity to do so. All freight costs to and from GlassCraft for a warranty claim are the responsibility of the purchaser.

THIS CONSTITUTES THE PURCHASER’S SOLE AND EXCLUSIVE REMEDY UNDER ANY CLAIM OR THEORY OF LIABILITY. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, ARE EXCLUDED. GLASSCRAFT SHALL NOT BE LIABLE FOR CONSEQUENTIAL, INDIRECT, OR INCIDENTAL DAMAGES OF ANY NATURE INCLUDING, WITHOUT LIMITATION, LABOR COST OF ANY KIND ARISING FROM OR IN CONNECTION WITH AN ALLEGED BREACH OF ANY WARRANTY OR NEGLIGENCE ON THE PART OF GLASSCRAFT DOOR COMPANY. IN NO EVENT SHALL GLASSCRAFT PAY FOR THE COST OF LABOR, INSTALLATION, REMOVAL, DISPOSAL, OR FINISHING OF A REPLACEMENT OR ORIGINAL DOOR OR GLASS PANEL OR FOR ANY OTHER COST RELATING THE REPLACEMENT OF A DOOR OR GLASS PANEL, ALL OF WHICH SHALL BE THE SOLD RESPONSIBILITY OF THE PERSON MAKING THE WARRANTY CLAIM.

This warranty is effective for products sold after January 1, 2011.