

# Warranty and Instructions for Doors

## Ordering Directions

The parties agree that such construction will be completed pursuant to the items set forth on attached specifications sheet. If items in specifications are not possible do to code requirements, material shortages, labor shortages, acts of nature, or discontinued like items will be substituted or order canceled.

If sample door is made to agreed upon specifications and buyer chooses to change specifications, then buyer will still be responsible for purchase of sample door.

When ordering please clearly state all desired options, or Reclaimed Lumber Products will default to standard practices.

If customer orders door slabs only, and not prehung, the slabs will not be bored, mortised, beveled, or sealed. The dimension will be the exact dimension specified on the bid sheet. All door slabs will not be built for specific swing direction.

If Reclaimed Lumber Products prehangs door customer should verify hinge spacing, type of hinges, type of jamb material, size of jambs, all boring dimensions, type of strike plates and locations, bevel and reveal on door slab, and any other unique hardware requests.

Reclaimed Lumber Products considers the direction of door swing to be with one's back against the jamb and the swing direction to indicate the swing. For example, if one has their back to the hinges and facing the strike plate and the door is swung to their right then it is a right hand swing. Reclaimed Lumber Products makes all doors and jambs to this specification including exterior and interior doors. It is the responsibility of the buyer to order accordingly. If buyer is confused about swing direction, then they should send a pictures and diagrams of their door operations. Buyer is encouraged to verify all rough opening dimensions and swing directions prior to ordering.

If the swing direction and sizes ordered are incorrectly ordered, buyer is still responsible for full order price.

All door sizes will default to final sizes specified in approved estimate prior to confirming order. Since it is common for sizes to change frequently during bidding process and prior to confirmation, customer should be absolutely certain that all specs and door sizes written on final estimate match their order. Reclaimed Lumber Products will only honor door schedule that is approved on final estimate provided by Reclaimed Lumber Products.

Shipping quotes shown on estimate are only a best guess. Actual rate will be quoted prior to final invoice upon accurate weight taken from completed order. Shipping rates can change drastically over a period of time and with additions to an order.

Customer should be prepared to receive heavy crate from shipper. Crates can weigh from 200 to 5000 pounds. Most deliveries are made via large truck. If customer does not have means to receive and unload freight trucks, please notify shipper and Reclaimed Lumber Products.

### **Non-Refundable Deposit Money and Payment**

Deposit is non-refundable except only under the following conditions: Reclaimed Lumber Products returns the money and voids the contract, Reclaimed Lumber Products fails to perform contract or build doors according to specifications sheet. If Buyer's changes or choices alter the original order then Reclaimed Lumber Products reserves the right to request additional deposit money, and changes are likely to alter the pricing structure.

All orders are considered custom, non-returnable, and non-refundable. Buyer is still responsible for full purchase price of order upon completion of manufacturing even if buyer defaults or chooses to refuse delivery.

Full payment of order is due prior to delivery.

All payments past due will be charged the following fees: \$100 service fee, 18% interest on past due amount, all fees and associated costs for collection.

### **Material Disclaimer**

Reclaimed Lumber Products will use the type of wood from the specifications sheet. The wood will fall under standard grading practices. The customer needs to understand that wood is a natural product and often has variances. Coloring, knots, and grain patterns can vary even within one grading standard.

If doors are to be built from reclaimed wood, customer should expect drastic variations from sample and within complete door package. Any variation or defect is acceptable with reclaimed lumber if the door is structurally stable. These are examples of character marks that can appear in reclaimed lumber: mineral staining, color changes, species changes, weathering, odor, discoloration and staining, rough-sawn, cracking, nail holes, loose knots, tool marks, dents, thickness variations, splitting, and mixed grain patterns; voids may or may not be filled with epoxy and/or wood putty. Reclaimed wood doors may have parts in the door that are not recycled materials such as dowels, glue, weather-stripping, and cores; this should be discussed prior to ordering if it is of concern.

Origin and previous use of reclaimed lumber is not always clear. Lumber may come from a number of different sources, backgrounds, and age. Reclaimed Lumber Products cannot be certain of all previous uses of materials. Since many of the buildings that the lumber came from were built prior to 1978, it is likely that at one time the boards could have had lead based paint on them. For more information on this go to <http://www.epa.gov/lead/>.

Doors may not be sanded to finish smoothness desired by customer. Final sanding and rounding, smoothing of corners may be left for customer to choose level that they want doors finished to. This is done so as to not remove character marks that customer may want to remain in door. Reclaimed Lumber Products is not responsible for finisher not removing sanding or machining marks. It is strongly encouraged to remind finisher to check for cross sanding scratches, handling scuffs, softening and rounding corners, remove glue spots, cleaning and dust removal, and do thorough inspection prior to finishing.

### **Door Care**

-Inspect and notify Reclaimed Lumber Products immediately upon receiving doors of any defects.

-Doors must be properly stored flat with adequate ventilation.

-Doors should not be in an environment with moisture, sunlight, or temperature changes prior to installation and sealing. For example, do not have doors delivered to a jobsite in the winter when paint and plaster have not dried.

-Installation must be suitable for door.

-Exterior doors must have adequate protection from the elements such as overhang protection from sun and moisture, no snow build-up, annual sealing maintenance.

-Seal all six sides including hinge mortises ASAP; this will void the warranty if not done upon delivery of doors.

-Perform regular finishing maintenance after installation.

Improper door care will void warranty. With warranty claim customer will be required to show proof of proper door care.

## Warranty Issues

Reclaimed Lumber Products provides a one year, non-transferable limited warranty starting on day of shipping. Warranted items include warping beyond 3/8" in plane of door, loose glue line cracks that cause structural concern, or defects that make the door unsuitable for use. Reclaimed Lumber Products may attempt to first repair door or substitute like item; Reclaimed Lumber Products may also opt to refund price paid for original door. Freight to return defective door is responsibility of customer; Reclaimed Lumber Products will pay for freight for replacement door if item is under warranty. Any cosmetic defects will not be considered warranty items if common to style of door and wood. Cosmetic defects must be brought to Reclaimed Lumber Products' attention immediately upon receipt of shipment. Customer must show proof of proper door care described above to make warranty claim. No other company, institution, or organization's expressed or implied warranties or standards are warranted or guaranteed by Reclaimed Lumber Products.

Items not covered by warranty:

- Reclaimed Lumber Products will not pay for any finishing costs associate with warranty item. Reclaimed Lumber Products is not responsible for any other costs, claims, or labor caused or resulting from defective door other than replacing door slab.
- Door movement and operation that can be corrected with common installation practices are not warranted.
- Minor joint cracks.
- Loose knots.
- This warranty is void if doors were improperly installed or cared for.
- Moisture damage.
- Humidity damage such as bathroom.
- Temperature, moisture or climate swings where door is to be installed will void warranty.
- Sun damage.
- Excessive trimming of door.
- Panel movement less than 1/8" for panels up to 12" wide, i.e., 1/4" for 24" panel.
- Doors not built with laminated stiles and rails
- Any door built under 1 1/2" thick with reclaimed lumber

- Warping in plane of door under 3/8".
- Doors over 80" tall warping in plane of door under 1/2".
- Increase in overall height or width less than 1/16".
- Any plank door, ie., door built as a solid slab without a panel system.
- Any movement in door frame or jamb.
- Warping of the door resulting from door frame or jamb.
- Problems associated with building settling.
- Application of any finishes or undesired results from any finishes.

**Thank you for your order!**

Please sign and date to agree to all four pages of this contract plus specifications sheet:

**Buyer:**

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**Name**

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**Signature**

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**Date**