

Limited Warranty

Signature Door Inc. warrants its products sold under this warranty to be free of defects in materials and workmanship for one year from the date of purchase from the manufacturer or factory authorized distributor. This warranty takes precedence over all other warranties, expressed or implied.

This warranty is extended only to the original retail purchaser who does not purchase for resale or for use in the ordinary course of his business, i.e., display purposes.

Important: Any products that are delivered unfinished from Signature Door Inc. must be immediately sealed with the proper finish to prevent absorption of moisture. Failure to do so will result in voiding this warranty. All sides must be finished evenly. Doors must be maintained on an ongoing basis, and may require re-coating as often as twice a year in extreme environments. The #1 cause of finish breakdown is UV damage from sunlight. The #2 cause is direct exposure to moisture.

This warranty does not cover damage caused by others or by a cause beyond Signature Door's control, including but not limited to: damages caused by misuse, abuse, accident, or mishandling; or damages caused by acts of God, fire, flood, earthquake, or other storms. Misuse of a door includes, but is not limited to, hanging a door without providing adequate overhang or applying an inappropriate finish color.

An overhang is required to retain this warranty. The protective overhang is to be equal to, or greater than the distance from the bottom of the sill to the base of the overhang.

In order to reduce warping or checking, dark-colored finishes should be avoided on all surfaces. This is pertinent on light colored wood species, or if the door is exposed to direct sunlight.

This warranty does not cover any defects caused by:

- Product failure due to improper or incorrect installation. This includes bow or misalignment in the frame in which the door is hung, if the door was purchased as a slab only.
- Modification, alterations (including trimming and cutting down door), repair or service of this product by anyone other than manufacturer.
- Any use of the product other than, for which it was intended.
- Door warpage: unless the warpage exceeds 1/4" in 6'8" doors or 3/8" in doors exceeding 6'8" height, whether cup, bow or twist. Signature Door Inc. reserves the right to defer repairing or replacing the product for a period of up to 12 months from the date of claim as it is not uncommon for a temporary warp condition to occur as the door adjusts to local humidity and temperature conditions. This deferral will not be counted against the warranty period.
- Doors in excess of 36" in width or 80" in height without a multipoint lock installed by Signature Door Inc. Doors in excess of 36" width or 80" in height shall be warranted provided Signature Door Inc. installs a multi-point lock in the active door and, (on double door units), a multi-point lock in the passive door.
- Doors in excess of 42" in width or 96" in height.
- Products installed in, or subject to, high moisture or high humidity environments, including new homes with uncured plaster, drywall, concrete or ceramic tile.
- Products installed in direct sunlight.
- Products subjected to unusual stress or strain such as that resulting from the movement of building or building components, or resulting from expansion or contraction of building components.
- Products not properly sealed or maintained as set forth above.
- Scratches, abrasion or other damage caused by improper handling or cleaning.
- Failure to perform normal homeowner's maintenance, including maintaining the finish. Maintenance is an ongoing process.
- Panel movement (shrinkage) of 1/8" or less. Temperature and humidity may cause the wood panels in your door to shrink. The panels in your door have been designed to "float".
- Wood panels wider than 14" measured across the grain will not be covered under warranty, if it receives any direct sunlight
- Damage caused by extreme temperature buildup where a storm door is utilized. Storm doors must be vented to eliminate this temperature buildup.

Variations in the wood color, texture, pattern and/or grain are considered characteristics of the wood and are not considered defects.

If a product becomes defective within the specified warranty period, Signature Door Inc. will repair or replace, at our discretion, any part(s) that appear to be defective in material or workmanship. The problem should be reported to the original place of purchase, along with the original purchase information. Signature Door Inc. will refund the purchaser the purchase price if the defects in the products are ones covered by this warranty and Signature Door Inc. is unable, by repair or replacement, to make the product perform properly. Signature Door Inc. is not liable for any installation, removal, or shipping charges in connection with the inspection, repair or replacement of defective parts.