

**WARRANTY:** Source Direct warrants the specific products listed below (the “Products”) will be free from defects in material or workmanship which would render them unserviceable or unfit for their normal, recommended use, during the warranty period indicated below (the “Warranty Period”). Upon inspection by a Source Direct authorized representative, Source Direct will repair or exchange, at its sole discretion, any Product found to be defective in material or workmanship and covered by this warranty. Exchange of a Product is limited to supplying a replacement Product of comparable size and style, and does not include any cost of removal or installation of the original or replacement Product. This warranty is subject to the exclusions listed herein and requires strict compliance with all storage and handling guidelines for the Product, and proper installation of the Product.

Warranty Period:

Two (2) Year

Products:

Interior Wood Door

Interior Wood Jamb and Casing

**EXCLUSIONS:** This warranty does not cover cosmetic damage or damage due to accident, freezing, earthquakes, fire, floods, or other acts of nature, improper installation, improper protection, improper maintenance, misuse, abuse, negligence, or modification of any portion of a Product. Source Direct specifically disclaims any warranties not specifically set forth herein. Source Direct does not install any Product, and is not liable for any damages related to the installation of a Product or any other materials. In no instance will Source Direct be liable for any consequential or indirect damages, whether related to the Product or otherwise. In all instances, any damages assessed against Source Direct are limited to the amount paid for the Product. The purchaser agrees by use of the Product that the obligations of Source Direct are limited to those only specifically set forth herein, and that no other obligations, expressed or implied, are assumed by Source Direct.

#### **CLAIMS PROCEDURE**

To obtain warranty service or make a claim, the purchaser must give notice to Source Direct of any claim according to the guidelines herein. You can contact the Source Direct Warranty Service Center by phone 602-956-1149, fax 602-842-7206, or email [claims@sourcedirectimports.com](mailto:claims@sourcedirectimports.com)

#### **MATERIAL INSPECTION GUIDELINES**

It is the purchaser’s responsibility to inspect Products upon delivery, document any damage with photographic evidence, and describe any damage on the delivery receipt. Failure to properly document damaged Products is a waiver of any claim regarding such damage. Damaged or non-conforming Products identified after delivery must be documented and set aside for inspection. Source Direct must be notified by facsimile or e-mail of any damage to Products within forty-eight (48) hours of delivery of the Products to purchaser. In the event Source Direct elects to provide replacement Products for any damaged Products, replacement Products will be shipped in the next available container being delivered to purchaser. Source Direct is not responsible for damage to Products that occurs at de-vanning, storage, or on the job site.

**COVERAGE:** This warranty applies to Purchasers of the below-described products from Source Direct Construction Imports (SDCI), and to resale of them during the full warranty term, including Transferees of the product. SDCI warrants that its products hereinafter listed, will be free from manufacturing defects which would render them unserviceable or unit for their normal, recommended use for the time periods indicated below. The warranty has a duration of (2) years. This warranty is subject to the tolerances listed and requires strict compliance with the storage, handling, job site finishing, and installation instructions listed within this warranty document.

Any SDCI door or frame found by an authorized representative of SDCI to be defective within the meaning of this warranty, will, at SDCI’s option, except as provided within this document with respect to claims relating to door warp or photographing, either be repaired, or replaced with an identical product delivered to the location or the structure without charge. If, after a reasonable

number of attempts to remedy the problem, repair or replacement is not practical, SDCI will refund the purchase price of the product.

**COVERAGE EXCLUSIONS:**

1. The appearance of the finished doors or frames is not warranted if finished in the field by others.
2. Natural variations in the color or texture of wood are not to be considered as defects.
3. The warranty against warp does not apply to the following:
  - a. Doors with face veneers of different species on each side
  - b. Doors that are improperly hung
  - c. Doors exceeding dimensions of 42" wide or 96" in height
4. This warranty does not cover:
  - a. Doors with cutouts for lights, louvers and/or face grooves, any edge of which is nearer than 5 inches to any edge of the door
  - b. Doors with cutout areas exceeding 40 percent of the door area, or with individual cutouts exceeding 54 inches in height.
  - c. Doors with less than 5 inches between cutouts for lights, louvers, locks, and/or other hardware cutouts.
  - d. Repairs rework or replacements made without prior written consent from manufacturer
  - e. Normal wear and tear including wear through of the finish or doors deteriorating for reasons other than material and workmanship of the door itself.
  - f. Doors and accessories that are not acceptable to local authorities having jurisdiction.
  - g. Exterior doors.

**TOLERANCES:**

1. Stiles, rail, and core show-through (photographing) on flush doors shall not be considered a defect unless the faces of the door vary from a true plane in excess of .010" in any three-inch span.
2. Warp shall not be considered a defect unless it exceeds 0.25" in the plane of the concave side of the door itself. The following warp allowances are for 1 3/8" door less than 7' in height, the warp shall not exceed 0.25" in a section 3'6" by the height of the door. For doors wider than 3'6" and higher than 7', the warp shall not exceed 0.25" in a 3'6" x 7' section. Doors up to and including 3'6" wide and over 7' in height, the warp shall not exceed 0.25" in any 7' length of door section. "Warp" is any distortion in the door itself and does not refer to the relationship of the door to the frame or jamb in which it is hung. The term "warp" shall include bow, cup and twist. In measuring the amount of warp present in a door, the following method shall be used: bow, cup, and twist shall be measured by placing a straight edge, taut wire or string on the suspect concave face of the door at any angle (horizontally, vertically, diagonally), with the door in its installed position. The measurement of bow, cup and twist shall be made at the point of maximum distance between the straight-edge, taut wire or string and the door face.
3. Manufacturer has the option to let the warped or photographing door hang 6 months to acclimate to surroundings.
4. Exterior doors, or interior doors subjected to different temperature or humidity conditions on each side of the door; or stored or used in conditions outside the guidelines will not be warranted.

**HANDLING AND INSTALLATION INSTRUCTIONS FOR DOORS**

1. Deliver doors or frames to building site after plaster or cement is dry. If doors are stored at jobsite for more than one week, all edges should be sealed.
2. Handle with clean gloves and do not drag doors or frames across one another or across other surfaces.
3. Store doors on a level surface in a dry, well ventilated building. Cover to keep clean and avoid discoloration with opaque covering which does not permit light to penetrate. Covering must allow air circulation. Relative humidity should not be less than 25 percent or greater than 55 percent to aid in preventing warping and photographing. Avoid exposure to direct sunlight or artificial light, as some veneers will change color when exposed to light.

4. Doors and frames should not be subjected to: abnormal heat, extreme dryness, humid conditions or sudden changes therein.
5. The structural strength of the door or frame must not be impaired in the fitting of the door or frame, the application of hardware, or cutting and altering the door for lights, louvers, panels or any other special details. Cutting for electric strikes or other hardware may impair the structural strength of the frame.
6. Doors or frames prefinished at the factory should be compared with the approved finish sample before installing. Installation of **prefinished** doors or frames shall constitute acceptance.
7. Finishing at the job site should be discontinued immediately if unsatisfactory results are evident. The manufacturer should be consulted for possible corrective action before continuing.

**CARE AND CLEANING:**

WOOD & VENEER - Dust regularly with a soft dry cloth. When needed damp cloth with water and wipe over furniture. Make note that the cloth must be moist not wet. This will remove fingerprints and any deposits of light soil off the surface. For stubborn stains use a 50/50 water vinegar solution.

POLYURETHANE FINISH - Dust regularly with a soft dry cloth. When needed damp cloth with water and wipe over furniture. Make note that the cloth must be moist not wet. This will remove fingerprints and any deposits of light soil off the surface. Dirt, grime, wax or polish can develop over time on the top surface of the furniture.

LAMINATE - Dust regularly with a clean, damp, nonabrasive cotton cloth with a mild liquid detergent or household cleaner. If a mild liquid detergent or household cleaner is used in a spray bottle be cautious to spray only on the laminated surface. Over spray of the chemical could cause a reaction with the wood stain and may produce damage to the rest of the furniture. Rinse the laminate with clean water on a damp cloth after mild liquid detergent or household cleaner is applied. Do not use an excessive amount of water, especially near the seams of the laminate edges. This may allow water to penetrate the furniture and cause the substrate to swell and split. Dry the surface with a clean cloth to soak up any extra water that may have be left behind.

WARNING – Under no circumstances should an ammonium-based product be used.

Purchaser \_\_\_\_\_ Installer \_\_\_\_\_

Product Description \_\_\_\_\_

Date Delivered \_\_\_\_\_ By: \_\_\_\_\_