



LIFE TIME INTERIOR WARRANTY

Coverage

This Warranty applies to Purchasers of the below-described products from Concept Millwork, and to the resale of them during the full warranty term, including Transferees of the product.

Concept Millwork warrants that its products hereinafter listed, will be free from defects which would render them unserviceable or unfit for their normal, recommended use, from date of shipment for the time period indicated above.

Pre-Installation

Any Concept Millwork door or frame found by an authorized representative of Concept Millwork, to be defective within the meaning of our LIMITED WARRANTY FOR WOOD DOORS, prior to installation, with respect to claims relating to door warping or telegraphing, will either be repaired or replaced at the discretion of CONCEPT MILLWORK, with an identical Concept Millwork product delivered to the location of installation without charge. If, after a reasonable attempt to remedy the problem, repair or replacement is not practical, Concept Millwork will refund the purchase price of the product.

After Installation

If any product becomes defective after installation, within the meaning of our LIMITED WARRANTY FOR WOOD DOORS, Concept Millwork will agree, in addition to the above, to pay reasonable expenses for removing, re-hanging and refinishing. Such removal, re-hanging and refinishing, shall be performed only with the written approval of Concept Millwork, and after the cost of such work has been determined and approved. **If the defect for which the product is being rejected was visible and apparent prior to installation, Concept Millwork cannot be responsible for any cost of removal, reinstallation or finishing of the product.**

Exceptions to coverage

CONCEPT MILLWORK SHALL HAVE NO LIABILITY UNDER THIS WARRANTY UNLESS SUCH DOORS OR FRAMES HAVE BEEN HANDLED, STORED, FINISHED, INSTALLED AND MAINTAINED IN ACCORDANCE TO ESTABLISHED INDUSTRY STANDARDS. ALSO, ALL RECOMMENDATIONS SET FORTH IN APPENDIX II AND ANY CONCEPT MILLWORK WRITTEN INSTALLATION INSTRUCTIONS HAVE BEEN ADHERED TO AND SUBJECTED TO NORMAL USE. CONCEPT MILLWORK SHALL HAVE NO LIABILITY UNDER THIS WARRANTY FOR ANY FURTHER FIELD FINISHING OF SUCH DOORS OR FRAMES. This warranty does not apply if the defect or failure of the warranted product was caused by damage while in the possession of the consumer. CONCEPT MILLWORK'S SOLE RESPONSIBILITY IS AS STATED IN THIS WARRANTY, AND CONCEPT MILLWORK IS NOT LIABLE FOR CONSEQUENTIAL, INDIRECT OR INCIDENTAL DAMAGES.

Claims Procedure

Concept Millwork cannot inspect or control the handling or exposure of doors or frames after shipment; therefore, the Purchaser must inspect all products when received. The purchaser, upon discovery of a defect in the product, must notify Concept Millwork in writing, of the defect within five (5) days upon discovery of such defect.

Other conditions of warranty

This Warranty will not cover exclusions, is subject to strict tolerances, and requires strict compliance with the **STORAGE, HANDLING, FIELD FINISHING AND INSTALLATION INSTRUCTIONS, SUPPLIED WITH THIS WARRANTY.**

PURCHASER: _____ PROJECT: _____

ADDRESS: _____ ADDRESS: _____

CITY: _____ CITY: _____

STATE/ZIP: _____ STATE/ZIP: _____

PURCHASE ORDER NUMBER: _____ INVOICE NUMBER: _____

DATE SHIPPED: _____

PRODUCT DESCRIPTION: _____

SIGNATURE: _____ DATE: _____

THIS WARRANTY IS NOT VALID UNLESS ACCOMPANIED BY :

APPENDIX I - LIMITED WARRANTY FOR WOOD DOORS AND FRAMES

APPENDIX II - HOW TO STORE, HANDLE, FINISH, INSTALL AND MAINTAIN WOOD DOORS



LIMITED WARRANTY **FOR WOOD DOORS AND FRAMES**

APPENDIX I

All products manufactured by CONCEPT MILLWORK, are warranted to be free from defects in material and workmanship which would render said products, unserviceable or unfit for their original recommended use. This warranty extends from the original ship date, for the previously mentioned time period, and applies to the purchaser of said products and extends through resale. Any claim should be processed through the intermediate supplier in writing within 5 days of identifying a problem.

LIMITATION OF LIABILITY

Concept Millwork shall not be liable for incidental, indirect or consequential damages arising from the manufacture, use or sale of these products. Concept Millwork's liability is limited to the repair or replacement of defective or non-conforming products, or, the refund of the original purchase price, solely at the discretion of Concept Millwork. If any product becomes defective after the installation, Concept Millwork agrees to pay a reasonable amount for machining, finishing, removing and re-hanging. Such work shall only be performed after written approval is received from Concept Millwork and all costs for such work has been determined. If the defect for which the product is being rejected was visible and apparent prior to installation, Concept Millwork cannot be responsible for any removal, refinishing or re-hanging charges.

INSPECTION REQUIREMENT

Due to our products being shipped to various regions, we must impose upon the purchaser the inspection of all goods within a period of 30 days, any claim for defects must be made in writing to Concept Millwork within 5 days upon noticing any defect. NO CLAIM UNDER THIS WARRANTY SHALL BE ACCEPTED UNLESS THE FOREGOING NOTICE HAS BEEN GIVEN.

TOLERANCES

1. Telegraphing shall not be considered a defect unless the face of the door varies from a true plane in excess of 1/100" in any three inch span.
2. Prefit tolerances shall be: thickness +/- 1/16", width +/- 1/16", height +/- 1/16" squareness not to be more than 1/8" difference when measuring from corner to corner.
3. Factory hardware preparation for all hardware including locks and hinges, not to exceed 1/32"
4. Warp will not be considered a defect unless it exceeds 1/4" in the plane of the door itself. For doors 13/4" or thicker, warp will not exceed 1/4" in doors 3'6" x 7'0" or smaller, nor shall it exceed 1/4" in any 3'6" x 7'0" section of a larger door. For doors less than 13/4" thick, warp shall not exceed 1/4" in doors 3'0" x 7'0" or smaller. Warp does not refer to the relationship of the door to the frame, jamb or adjacent door. The inactive door of a pair must be fixed at the top and bottom in order to aid in preventing warp.

NOTE: CONCEPT MILLWORK RESERVES THE RIGHT TO DEFER ANY ACTION OR CLAIM FOR WARP OR TELEGRAPHING FOR UP TO 12 MONTHS TO ALLOW FOR CONDITIONING TO THE TEMPERATURE AND HUMIDITY CONDITIONS.

MATTERS EXCLUDED FROM THIS WARRANTY

1. Appearance of field finished doors.
2. Natural variations in the color or texture of the wood components.
3. Doors with different face species.
4. Natural movement of floating panels.
5. Doors over 48" in width or 108" in height for interior use.

SINCE SITE CONDITIONS AND INSTALLATION METHODS ARE NOT IN THE CONTROL OF CONCEPT MILLWORK, THIS WARRANTY IS NOT EFFECTIVE UNLESS THE DOORS ARE STORED, HANDLED, FINISHED AND INSTALLED IN STRICT ACCORDANCE WITH THE PROVISIONS SET FORTH IN APPENDIX II OF THIS WARRANTY.