

Product Warranty: Woodharbor Exterior Doors

All residential exterior doors manufactured by Woodharbor Doors & Cabinetry, Inc., (except those doors specifically excluded from the warranty in the provisions below) are warranted by Woodharbor only to the original Buyer/Homeowner of Woodharbor doors for a period of five (5) years from the date of shipment from Woodharbor. Woodharbor agrees to provide products of good materials and workmanship at the time of shipment and to be free of defects that would render those doors unserviceable or unfit for their ordinary, recommended use.

If, upon receipt of a shipment, any door is found to have a defect which can be reasonably discovered by inspection of that door, Buyer must, prior to installing, hanging or fitting the door and within thirty (30) days of the received date, send written notice of the discovered defect(s) to Woodharbor Doors & Cabinetry, Inc., 3277 9th Street SW, Mason City, Iowa 50401. If a defect is discovered or occurs after a door is installed, written notice of the defect must be sent to Woodharbor within one (1) year from the original date of shipment. Buyer shall not return any goods until Woodharbor has been provided a reasonable opportunity to inspect the goods at Buyer's premises to determine whether a defect exists. Woodharbor shall not be responsible for any goods repaired, returned or replaced without prior, written consent.

Action on any claim for warp or telegraphing defects may be deferred, at the option of Woodharbor, for a period not to exceed twelve (12) months from the date of the claim. If a door has been installed prior to such claim being made, the door must remain hung in the original installation during the period of deferment to permit doors to acclimate to temperature and humidity conditions.

If warranted doors are found to contain defects covered under this limited warranty, Woodharbor may, at its option, either (1) repair the door(s) without charge; (2) replace the door(s) without charge; or (3) refund the purchase price of the door(s) to Buyer. In no event shall Woodharbor pay for the cost of labor, installation or finishing of the replacement door(s) or original door(s) or for any other cost relating to the replacement of the door(s), all of which shall be the sole responsibility of the person making the warranty claim.

The following are not to be considered defects in material or workmanship and are not covered by this limited warranty:

- A. Any condition or appearance caused by failure to follow Woodharbor's "Handling, Installation & Finishing Instructions."
- B. Natural variations in the color, grain and texture of wood or the appearance of any field-finished doors.
- C. Surface checking of Oak is considered a natural characteristic and is not covered by this warranty.
- D. An Exterior Door 7/0 or higher that does not include a multi-point hardware that warps. Warp which does not exceed 1/4" in the plane of a 7/0 door or within a 3/0 x 7/0 section of an 8/0 door. Warp is any distortion in the door itself and does not refer to the door in relation to the frame or jamb in which it is hung. The term "warp" shall include bow, cup and twist. Warp is measured by

placing a straight edge on the suspected concave surface of the door at any angle (horizontally, vertically, diagonally) with the door in its installed position. The measurement of warp shall be made at the point of maximum distance between the straight edge and the face of the door.

- E. Expansion of rails (top & bottom) due to environmental conditions is not considered a defect.
- F. Doors that are improperly installed or do not swing freely. Doors installed in structures that do not allow for proper management/drainage of moisture.
- G. Panel splits and checks generally occur in hardwoods as a natural characteristic and are not considered defects.
- H. Damage caused by failing to seal all six (6) sides of the product. All edges must be sealed immediately after fitting and hanging with the integrity of the finish maintained.
- I. A non-factory application of exterior finishing product(s).
- J. Unfinished doors are warranted for one (1) year. This warranty does not cover the appearance or application of field-applied finishes. Unfinished doors must be stained, sealed or painted according to Woodharbor's written "Handling, Installation & Finishing" instructions. It is necessary for the finishing process to be done within ten (10) working days of delivery from Woodharbor to qualify for any warranty claims.
- K. Damage due to failure to perform normal owner's maintenance, including maintaining the finish (factory or non-factory finish). In an exterior application the speed at which the finish will deteriorate is in direct response to the exposure of the door to direct sunlight, rain and snow. At a minimum, Woodharbor recommends that all of its exterior doors be inspected annually. Depending on exposure and weather conditions, exterior doors may need to be refinished as often as every year.
- L. Any moisture/humidity related concerns. Problems or damages associated with, caused by, contributed to or aggravated by mold, mildew, fungus or any similar organisms. Any condition arising from Buyer's neglect or failure to properly maintain the door(s).
- M. Damage caused by others or by any cause beyond the control of Woodharbor, including but not limited to, damage caused by normal wear and tear, weathering (including corrosion of components in seacoast applications); customer misuse, abuse, neglect or alteration; or fire, flood, earthquake, storm, tornado or other acts of nature. Misuse includes but is not limited to, placing a door on part of a structure without providing adequate overhang. Proper overhang is determined by the typical weather conditions of the area where the door is to be used. Adequate overhang is defined as one half the distance from the bottom of the door to the bottom of where the overhang begins (door facing west requires an overhang equal to this distance). This significantly decreases the chance of warping, checking and delamination caused by the sun.
- N. Damage caused by temperature buildup where a storm door is utilized.
- O. Woodharbor doors shipped outside the continental United States, Hawaii or Canada.

Notwithstanding any other provisions in this limited warranty, Woodharbor expressly disclaims and excludes all other warranties, expressed or implied, including the warranties of merchantability and fitness for a particular purpose, and also disclaims and excludes all liability for incidental, consequential, indirect or any other special damages of Buyer, including lost profits, for breach of warranty, or of Contract or otherwise. This warranty is the sole and exclusive remedy of Buyer against Woodharbor.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow the exclusion or limitation of implied warranties or of incidental and consequential damages, so this limitation or exclusion may not apply to you. In such case, the duration of any implied warranty shall be the same as that of the expressed warranty as stated herein.