

## **HARTFORD BUILDING PRODUCTS, LLC 10 YEAR WARRANTY**

All interior doors manufactured by **Hartford Building Products, LLC** are warranted by the manufacturer for **ten years** from date of shipment from our facility, and at the time of shipment, to be of good material and workmanship and to be free of defects that would render them unfit for use.

Any defects in the doors must be reported to the manufacturer within **10 days** from receiving shipment. If doors are found to contain defects as stated herein, Hartford Building Products, LLC will, at its' option, either replace defective door(s) , or furnish replacement doors to purchaser. Hartford Building Products, LLC in either instance, is not liable for removal, hanging, or finishing of the replacement door(s).

### **Items covered by warranty:**

1. Warpage of over 1/4" in the door. We use the national standards for door warpage, whether the door is wood, steel, MDF, fiberglass, or other materials. Excessive warpage is not considered a defect unless it exceeds 1/4" in the plane of the door itself. Warpage refers to the door itself, and does not refer to the way in which the door is hung on the frame or jamb.
2. Cracking , separating, shrinkage, and excessive expansion of the door is covered under the warranty, if doors have not been subjected to excessive moisture or dryness. Our doors have been tested under extreme conditions, and only have these problems under extremely rare circumstances. Any wood door may experience a small amount of shrinkage and expansion during the year, due to rises and falls in humidity levels in your home or office. For best results, treat your doors as if they are a piece of hardwood furniture. Climate control throughout the year is your best answer for doors that will look good years from now.

### **Items not covered by warranty:**

1. 1 3/8" thick doors wider than 3'0" or higher than 7'0"
2. 1 3/4" thick doors wider than 3'6" or higher than 8'0"
3. All doors improperly hung or do not swing freely.
4. All doors with solid panels over 14" in width. Plywood panels are covered this size.
5. Hardwood interior doors used in exterior applications.
6. Doors subjected to extreme dryness and or humidity. Product failure due to extreme moisture will cause stiles and rails on your door to expand at different rates. This is not covered under warranty.
7. Wood is a natural product, and variation in looks due to different grain patterns, and color variation is not covered under warrant. We do try to match color and grain as much as possible, but some variation will still exist.
8. Doors that are not sealed all 6 sides, top, bottom, each face, each side edges, are not covered by warranty. Hand rubbed oil finishes, unless kept up repeatedly over time, are not considered finishes. Oil based finishes will generally give higher quality finishing to your doors, than water based.
9. Modification of the door, which would void the warranty.



## **Procedures to Handle Shipping and Warranty problems:**

Listed below are the procedures you will need to perform in order to minimize potential problems of shipping or storage damage. **If these procedures are not completed, filing damaged freight claims may be more difficult.**

1. When doors arrive check door crate(s) for any damage, if crate(s) are damaged please take pictures of these crates, digital, if possible, before the crate(s) are opened. You also want to note on drivers bill any signs of damage to the crate(s).
2. If there is no damage to the crate(s), as soon as possible, ( that day if possible), open all crate(s) and check for any damage or ordering accuracy.
3. These are unfinished hardware doors, and must be handled and stored according to our warranty. Call us immediately at our toll-free number at 1-800-772-0314, should you have any shipping damage.
4. Hartford Building Products, LLC does not require that our customers file claims with the trucking companies, only that the customer cooperate with us, and provide any help that they can. We file claims, and do not wait for the trucking company to pay us before we start on the replacement of any doors.
5. For other warranty problems, please call us immediately to discuss the problem.
6. Hartford Building Products, LLC does not require our customers to send doors back for the purpose of damage verification. If Hartford Building Products, LLC requires doors back, for any reason, it is the customers' responsibility to package doors for shipment .