



Interior Door Panel Warranty

OUR WARRANTY TO YOU...

JELD-WEN® Interior Doors are designed to create lasting value for your home. This warranty is effective for interior doors manufactured by us on or after **January 1, 2004** for use in the United States and Canada. Separate warranties apply for our Custom and Premium door collections. Any previous warranties will continue to apply to door products manufactured by us prior to this date. For additional information, including care and maintenance, installation and finishing instructions, contact us or refer to www.jeld-wen.com.

WHAT THIS WARRANTY COVERS

We warrant that our interior doors will be free from defects in materials and workmanship for **five (5) years** from the date of initial purchase.

HOW TO GET ASSISTANCE

If you have a problem with your JELD-WEN Interior Door, immediately upon discovery contact the distributor or dealer from whom you purchased our product or contact us directly:

Mail: JELD-WEN Interior Doors
Williamson Business Park, Suite A
Chiloquin, OR 97624
Phone: 1-877-535-3462 (1-877-JELD-INC)
Fax: 541-851-4350
Email: CustomerServiceDoors@jeld-wen.com

We can respond quickly and efficiently if you provide the following: a) date and location of purchase, b) how to contact you, c) the address of where the product can be inspected, and d) a description of the problem and the product (photographs are helpful).

What We Will Do...

Upon receiving your notification, we will send out an acknowledgement within three business days of receipt to the contact identified. We will investigate your claim and take appropriate action within 30 days after receipt of notification. If it is determined that the product does not

have a defect covered by the warranty, we may charge an inspection fee for an onsite inspection that is required or requested by you. If it is determined that there is a defect we will repair the door panel, or ship a replacement door panel to the distributor or person making the claim in the same specification as the original door panel sold to the distributor.

If we are unable to provide replacement and repair is not practical or cannot be made timely then we will refund the purchase price. This guarantee gives you specific legal rights, and you may have other rights that vary from state to state. If the claimed nonconformity is warp, we may defer repairing or replacing the door panel for a period up to **twelve (12) months** from the date of claim. It is not uncommon for a temporary warp condition to occur as the door panel adjusts to local humidity and temperature conditions. This deferral will not be counted against the warranty period.

Product Purchase Date: _____

Order Number: _____

WHAT THIS WARRANTY DOES NOT COVER

We only manufacture the door panel of the door entry system. We do **not** assemble the door panel into the door frame **nor** do we provide parts or components (e.g. door frames or hardware such as hinges and locksets) with the exception of track hardware. See your distributor or dealer regarding the warranty on the entire door entry system and on these other components.

We are not liable for:

- Normal wear and tear; problems due to misuse, abuse, failure to follow the care and maintenance instructions; or as a result of any cause beyond our control (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our control).
- Hardware or inserts that are not provided by us, such as locksets, door handles, strikes, etc.
- Cost for labor, installation, removal or finishing of the replacement door panel.
- Problems related to: improper finishing of all surfaces (front and back) and edges (top, bottom, and sides) of the door panel; variation or unsatisfactory results in sheen or texture resulting from the field application of paint or any other finishing material.

RELIABILITY *for real life*®



WHAT THIS WARRANTY DOES NOT COVER (CONTINUED)

- Bow or misalignment in the frame or jamb in which the door panel is hung; problems due to improper assembly or installation (not in conformance with our instructions); and structural integrity issues or problems caused by improper fitting of the hardware or sizing of the panel.
- Damage or poor product performance resulting from installation into a condition that exceeds product design standards and/or certified performance specifications and/or does not comply with applicable building codes.
- Warp which does not exceed 1/4" in the plane of the door panel itself; any warp for a door panel 3'0" wide by 8'0" (914 mm by 2450 mm) high.
- Incidental or consequential damage. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this may not apply to you.

Note: Color variation of pre-finished molded doors is not considered a defect.

Important Legal Information

This Warranty sets forth our maximum liability for our products. We shall not be liable for special, indirect, consequential, or incidental damages. Your sole and exclusive remedy with respect to any and all losses or damages resulting from any cause whatsoever shall be as specified herein. We make no other warranty or guarantee, either express or implied, including implied warranties of merchantability and fitness for a particular purpose to the original purchaser or to any subsequent user of the product, except as expressly contained herein. In the event state law precludes exclusion or limitation of implied warranties, the duration of any such warranties shall be no longer than, and the time and manner of presenting any claim thereon shall be the same as, that provided in the express warranty stated herein.

No distributor, dealer or representative of JELD-WEN has the authority to change, modify or expand this warranty. This warranty extends to the original purchaser (original purchaser means the contractor/distributor/purchaser and the initial owner of the structure where the product is initially installed) and is not transferable. The original purchaser of this product acknowledges that they have read this warranty, understand it and are bound by its terms and agrees to provide this warranty to the original owner of the structure into which the product is installed. Should state or provincial law preclude restrictions on transferability, then the warranty period is effective **five (5)** years from the date of initial purchase.

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