

Krosswood Doors

Limited Warranty

What is covered? The Krosswood Doors Limited Warranty covers manufacturing defects in materials or workmanship of doors, with the exceptions stated below.

How long coverage lasts. This limited warranty is NOT TRANSFERABLE and runs from the date of initial purchase from Krosswood Doors by the initial wholesaler, distributor or other purchaser. This limited warranty is One (1) years for Custom Made Barn Doors and One (1) year for all other Krosswood doors and Accessories, including but not limited to, Primed Shaker, Speak Easy kits, Clavos, Knotty Pine doors, Etc.

What is not covered?

The following shall not be considered defects in materials or workmanship under any circumstances and are not covered by this limited warranty:

- Damage resulting from attempts to repair doors by persons other than Krosswood Doors or its designated representative(s).
- Knot size, shape or placement or any natural variation in color or texture of the wood.
- Rustic alder surface checks which are less than 1/8" in width and 5" long.
- Variation in thickness, width, or length less than the industry standards.
- Knife, molder or shaper marks which do not impair the dimensional integrity of the door.
- Damage caused by or resulting from improper machining by the pre-hanger.
- Warping of any door, not exceeding 1/4" in plane of the door itself.
- Problems due to misuse or abuse of the door.
- Damage as a result of any cause beyond Krosswood Doors' control (e.g. fire, flood, earthquake, other acts of nature, or acts of third parties outside Krosswood Doors' control, including, without limitation, shipping companies).
- Problems related to improper finishing of all six sides. These sides include: front, back, top edge, bottom edge, left side and right side of the door.
- Variation or unsatisfactory results in sheen or texture resulting from the field application of paint, stain or lacquer or any other finishing material or damage caused by extreme temperature.

- Expansion or contraction of the door or other changes in form due to environmental conditions, including, without limitation, changes in moisture, temperature and humidity.
- Panel shrinkage or misalignment, including, without limitation, the appearance of unstained lines along the edge of a panel (may be caused by fluctuations or differences in temperature or humidity).
- Bowing or misalignment in the frame or jamb in which the door panel is hung, or problems related to water and/or air infiltration due to improper assembly or installation.
- Improper installation of hardware.
- Discoloration or rusting caused by decorative metal accent options (such as grilles, clavos, straps, etc.) or hardware or inserts (such as locksets, door handles, strikes, etc.).
- Installation of an interior door in an exterior application.
- Door must be finished on all six sides.
- Door installation before mudding and taping is dried and complete.
- Failure to install an exterior door under an adequate overhang or with adequate protection from the elements. Adequate overhang means a minimum overhang projecting a distance from the structure equal to one-half the distance between the bottom of the door and the bottom of the overhang at the point which is farthest from the door. South and southwest facing exterior doors void the warranty.
- Failure to report problems with installed glass before a door is machined or finished.
- Krosswood Doors is not responsible for any problems related to glass installed in a Krosswood Doors door by a distributor or other door shop or any Krosswood Doors door with problems resulting from improperly installed glass. These problems include, but are not limited to, glazing, waterproofing of glass and accompanying door cracks, blemishes, moisture in the glass, or any injury caused by or related to glass in a Krosswood Doors door.
- Acceptable characteristics include variations in color, stain, wood grain, grain appearance, unlimited tight knots and unlimited worm holes. These variations in the product are completely normal and are not covered by this limited warranty.
- Krosswood Doors sells a specific low moisture door for the Arizona market and marks them accordingly. Any warranty claim from within the state of Arizona must include evidence that the subject door has this marking on the door. Failure to provide such evidence will invalidate this limited warranty for doors installed in Arizona (i.e. the door has been purchased outside Arizona without the necessary low-moisture rating).

- Modifying a Krosswood Door will void this limited warranty. Improper modifications include, but are not limited to, excessive trimming, removing panels, v-grooving damage (v-grooves in excess of 3/8" wide and 3/16" deep), and distressing damage. Allowable trimming on a Krosswood Doors door is 1/2" from the sides of the door and the top of the door and 1" from the bottom of the door.
- Failure to report to Krosswood Doors any visible defect or mistake in shipment more than 24 hours after receipt, or after the product is machined or installed.

Procedures you must follow to exercise this limited warranty. The integrity of a Krosswood Doors door is predicated upon the adherence to the following procedures. Failure to observe these procedures may result in or precipitate an adverse reaction of the product, and shall void any warranty or claim.