



# Warranty



## WOOD ENTRY DOORS

- Limited 1-Year Warranty on all door, sidelites and glass seal failures.

The following are circumstances which are not considered the responsibility of Steves Doors.com and will void the warranty:

- 1 Installation of any storm door will void the warranty.
- 2 Installing a wood door in any direct sunlight will void the warranty.
- 3 Damage caused by failure to comply with finishing and maintenance instructions provided by Steves Doors.com, or by attempts to perform any repairs to the door other than by an installer or representative authorized by Steves Doors.com.
- 4 Damage, misuse or abuse caused by other parties, or by any causes beyond the control of Steves Doors.com. NOTE: All units must be inspected upon receipt to the store/customer, as damage claims are void after the product has been received and signed for as "Free of Damages". In the event that your door/product has endured visible damage, please contact our customer service team within 24 hours of receiving the product and make notations to the freight carrier bill of lading or POD (if applicable). This will guarantee that a proper claim can be made with the carrier immediately thereafter. On some occasions a digital picture may be required to expedite the claim process.
- 5 Please do not install any damaged product. Doing so will waive Steves Doors.com liability of such product.
- 6 Failure to properly finish all door/sidelite/transom surfaces, edges and or jamb materials immediately. This includes units that will be stored in excess of 30 days prior to installation.
- 7 Warps which do not exceed 1/4" in the plane of a 36" x 80" door or smaller. For doors large than 36" x 80", warps not exceeding 3/8" in the plane of the door are still considered under tolerance. Warps on doors are normal and occur as the normal process of acclimation. In the event that your door warps, allow at least one to two months for it to retract to its normal position. This distance shall be determined by placing a straight edge on the suspected concave face of the door and measuring the point of maximum distance between the bottom of the straight edge and the face of the door, accounting for panels and glazing recess. Action on any claim of warpage may be deferred at the option of Steves Doors.com for a period not to exceed 12 months, since it is not uncommon for a temporary warp condition to occur as the door adjusts to local humidity and temperature conditions.
- 8 Natural variations in color or texture of any wood grain finish shall not be considered a defect.
- 9 Like in all wood products, wood doors will naturally expand and contract. Therefore our wood door panels have been specifically designed and manufactured to float within the door which will allow natural expansion and contraction. During the normal shrinking and expansion of door panels, the unfinished edges may be exposed. This will require the exposed edges to be touched up and are not considered a defect. Specific to Knotty Alder products: the size, location, and quantity of knots cannot be controlled in any specific door, therefore not to be considered a defect. Cracks in and around knots are also natural to knotty alder wood and not considered a defect.
- 10 Decorative and clear beveled glass panels are handmade and may vary from one piece to another and contain variances such as distortions, minor scratches, waves, bubble-like areas and variance in bevel sizes. Decorative glass has very little space between the panes of glass and may rattle with vibration of the door opening and closing.
- 11 Iron grilles and mounting brackets on wood doors are handmade and may vary from one piece to another and contain variances such as size/shape of iron work within the design and appearance of welds. Exterior iron grilles are not warranted against rust or deterioration.
- 12 Any modifications to the product will void the warranty, such as trimming the door, installing mail slots, adding door lites, vent or any other special details.

NOTE: Steves Doors.com is not responsible for the finishing or refinishing of any door, nor the installation or re-installation of any door.

The manufacturer's sole responsibility is as stated herein and it shall not be liable for consequential, indirect, or incidental damages, or for any amount in excess of the price paid for the doors involved.

Warranty only applies to original purchaser and is non-transferable.

Except as set forth above, Steves Doors.com makes no other warranty, expressed or implied, with respect to the product.