

INTERNATIONAL WOOD PRODUCTS® LIMITED WARRANTY



International Wood Products ("IWP") warrants, subject to the conditions and restrictions contained below, that each stile and rail door manufactured and sold by IWP shall: 1) comply with WDMA Industry Standard I.S. 6-91 Series, as periodically amended, 2) be free from defects in materials and workmanship from the time of manufacture until the time specified below:

Product is available unfinished, prefinished, or primed. Prehanging is available.
Warranty Period: 5 years

All visible defects or mistakes in shipment must be report to IWP before the product is installed or trimmed, otherwise product shall be deemed correct and/or acceptable.

Should an IWP stile and rail door fail to conform to this written warranty, IWP will, at its option, either repair the door, ship a replacement door to the distributor or person making the warranty claim in the same condition of fitting or finishing as the door which IWP originally sold to the distributor, or refund the original purchase price paid to IWP for such door. EXCEPT AS OTHERWISE EXPRESSLY PROVIDED HEREIN, IWP SHALL NOT PAY FOR THE COST OF LABOR, INSTALLATION OR FINISHING OF THE REPLACEMENT OR ORIGINAL DOOR OR FOR ANY OTHER COST RELATING TO THE REPLACEMENT OF THE DOOR, ALL OF WHICH SHALL BE THE SOLE RESPONSIBILITY OF THE PERSON MAKING THE WARRANTY CLAIM.

THE FOLLOWING SHALL NOT BE CONSIDERED DEFECTS IN MATERIAL OR WORKMANSHIP AND ARE NOT COVERED BY THIS LIMITED WARRANTY:

1. Warp for any door wider than 42" or taller than 96";
2. Warp for any nominal 1-3/4" thick by 42" wide by 96" high or smaller door, not exceeding 1/4" in the plane of the door itself;
3. Bow or nonalignment in the frame or jamb in which the door is hung if such is purchased from IWP unmachined and not prehung;
4. Variations or unsatisfactory results in gloss level, texture or appearance resulting from the field application of paint or any other finishing material;
5. Natural variations in the color or texture of the wood;
6. Damage caused by others or by any cause beyond the control of IWP, including but not limited to damage caused by misuse, abuse, accident, mishandling or by fire, flood, earthquake, storm, tornado or other acts of nature;

"Misuse" of a door includes, but is not limited to, using a door on part of a building without providing adequate overhang or an appropriate finish color. Adequate overhang depends on the typical weather conditions of the area where the door is to be used, but typically means an overhang projecting a distance from the structure one half the elevation difference between the bottom of the door and the base of the overhang structure at the point which is farthest from the door. In order to reduce the chance of warping or checking, dark colored finishes should be avoided on all surfaces, especially on light colored wood species, or if the door is exposed to direct sunlight;

7. The discoloration or rusting of decorative metal accent options, (Grilles, Clavos, Straps, etc.)
8. Knot placement, quantity, or size found on knotty alder;
9. Raised (hair like) grain found on wire brushed surface.
10. Damage due to trimming more than 1/2" from the top or 1-1/2" from the bottom;
11. Damage caused by failure to comply with the Care, Handling or Finishing Instructions provided by IWP; to include but not limited to damage caused by failing to seal all six (6) sides of the door.
12. Failure to perform normal homeowner's maintenance, including maintaining the finish (factory finish or non-factory finish);
13. Product failure due to improper or incorrect installation;
14. Attempts to repair IWP products other than by IWP;
15. Smooth Alder surface checks that are less than 1/32" in width and/or 2" in length; Knotty Alder surface checks that are less than 1/8" in width and/or 5" in length;
16. Panel movement (shrinkage) of 1/4" or less. Temperature and humidity may cause the wood panels in your door to shrink, leaving an unstained line along the panel edge. The panels in your door have been designed to "float." Consult your "Homeowner's Manual" on how to work with this natural movement;
17. Damage caused by extreme temperature buildup where a storm door is utilized. Storm doors must be vented to eliminate this temperature buildup;
18. Slight expansion or contraction due to varying environmental conditions, such as temperature and humidity;
19. Doors shipped out of the continental United States, Hawaii or Canada are not warranted. If the claimed non-conformity is warp, IWP may defer repairing or replacing the product for a period of up to twelve (12) months from the date of claim or the date when the product was installed, as it is not uncommon for a temporary warp condition to occur as the door adjust to local humidity and temperature conditions. This deferral will not be counted against the warranty period.

Claims under this Limited Warranty must be made in writing within the period of this warranty and prior to the beginning of any repair work to: Warranty Claims, International Wood Products, 7365 Mission Gorge Rd. Ste. G, San Diego, California 92120. Claims should detail the date and location of purchase, the nature of the problem, and the name, address and telephone number of the person making the warranty claim. IWP reserves the right and must be given at least a thirty (30) day opportunity to have any door which is the subject of a warranty claim field inspected by an IWP representative.

THIS LIMITED WARRANTY EXTENDS ONLY TO THE ORIGINAL PURCHASER OF PRODUCTS OR TO THE ORIGINAL PURCHASER OF THE STRUCTURE INTO WHICH SUCH PRODUCTS ARE INSTALLED.

LIMITATIONS AND EXCLUSIONS

THIS WARRANTY SETS FORTH IWP'S MAXIMUM LIABILITY FOR ITS PRODUCTS. IWP MAKES NO OTHER WARRANTY, EXPRESSED OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO ITS PRODUCTS EXCEPT AS IT IS SET FORTH ABOVE. NO DISTRIBUTOR, DEALER OR REPRESENTATIVE HAS THE AUTHORITY TO CHANGE OR MODIFY THIS LIMITED WARRANTY. IN NO INSTANCE SHALL IWP BE RESPONSIBLE FOR INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES.

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 or consequential damages, so the limitation or exclusion may not apply to you. SUCH CASE, THE DURATION OF ANY IMPLIED WARRANTY SHALL BE THE SAME AS THAT OF THE EXPRESSED WARRANTY STATED HEREIN.

This warranty is effective for all products manufactured or sold after June 1, 2000.

NOTE: IWP reserves the right to make product improvement changes in specifications, materials and construction details. IWP's premier hardwoods vary in color and grain, which can affect the actual finish color. Variances in photography and printing may also cause finish colors shown in this catalog to vary from actual finish.