



WoodMax Custom Product Limited Warranty

All products manufactured by WoodMax are warranted to be free of defects in materials and workmanship that would render those products unserviceable or unfit for the recommended use, subject to specific terms, to the original purchaser. If a warranted product is defective, WoodMax will, at its sole discretion, 1) repair the product, or 2) provide an equivalent replacement, or 3) refund the purchase price.

Length of Warranty

Exterior residential products, and commercial products, are warranted for a period of 1 year from the date of manufacture, subject to specific terms.

Interior residential products are warranted for a period of 3 years from the date of manufacture, subject to specific terms.

Warranty Exclusions

The following are specifically excluded as defects from coverage of the warranty:

- Damage caused by a failure to maintain the product, or any condition caused by a failure to follow WoodMax's written Handling, Care and Maintenance Instructions.
- Damage caused by failure to maintain the finish, or failure to apply the finish to all 6 sides of the product, or failure to apply the finish within 1 week of delivery.
- Warp which does not exceed ¼" in the plane of the door for any area up to 36" X 80" on doors up to 2-1/4" X 42" X 96". Larger doors are not guaranteed against warp. WoodMax may defer repairing or replacing any product due to warp for a period of up to 12 months from the date of the claim to allow proper equalizing and conditioning to local humidity and temperature conditions.
- Warp, bow or misalignment relating to the frame or jamb in which the door is hung.
- Damage caused by improper glazing, hardware installation or finishing that is not done by, or under the control of, WoodMax.
- Damage caused by others or by factors beyond the control of WoodMax including, but not limited to, misuse, abuse, accident, mishandling, or by fire, flood, storm, extremes of high or low humidity, improper environmental conditions, or other acts of nature.
- "Misuse" includes, but is not limited to, using a product on a part of a structure without adequate protection from direct sunlight or other weather elements. An adequate overhang is required, and generally means a projection at least equal to the distance from the bottom of the door to the bottom of the overhang. This meaning may vary depending on the local weather conditions where the product is installed.

Warranty Exclusion, cont.

- Damage caused by the extreme heat buildup in the space between a storm door and the warranted door. If a storm door is used it must be vented to eliminate this heat buildup.
- WoodMax products are produced with natural wood. As such, due to the nature of wood, small surface checks, cracks, grain separation, color variations and swelling or shrinking of the product parts caused by fluctuations in ambient temperatures and humidity may occur. These are normal occurrences and part of the natural aging process of wood and not considered a manufacturing defect. Providing stable temperature and humidity conditions as well as proper finishing of the product are the best ways to minimize these natural effects.
- Past due accounts are not eligible for warranty coverage until they are brought up to current status.

Warranty Limitations

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES. WOODMAX EXPRESSLY EXCLUDES AND DISCLAIMS ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL WOODMAX BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT OR ANY OTHER SPECIAL DAMAGES FOR BREACH OF ANY WARRANTY OR NEGLIGENCE. FURTHER, WOODMAX SHALL NOT BE RESPONSIBLE OR LIABLE FOR COST OF LABOR, INSTALLATION, REMOVAL, SHIPPING OR RE-FINISHING OF ANY REPLACEMENT PRODUCT OR COMPONENT. THE AGGREGATE LIABILITY OF WOODMAX UPON ANY CLAIMS HOWSOEVER ARISING OUT OF OR RELATING TO ANY PRODUCT OR ITS WARRANTY WILL IN ANY EVENT BE LIMITED TO THE AMOUNT PAID BY THE ORIGINAL PURCHASER TO WOODMAX FOR SUCH PRODUCT.

Some states do not allow the exclusion of incidental or consequential damages, so parts of the above paragraph may not apply to some purchasers. This warranty gives the purchaser specific legal rights, and the purchaser may also have other rights which vary from state to state.

Warranty Claims Procedure

The purchaser must thoroughly inspect all products when received to determine if any damage has occurred during shipment. Written notice of any claim must be delivered by the purchaser within 5 days of discovery to WoodMax. All notices must be delivered by using registered mail, with return receipt, or trackable delivery service addressed to WoodMax, 111 Pomeroy Avenue, Paynesville, MN 56362. Delivery shall be deemed effective upon receipt by WoodMax.

WoodMax can respond most effectively and quickly if the following information is provided: date and location of purchase, how to contact the purchaser, nature of the problem (photos are helpful), and address where the product is located. We will investigate any claim and take appropriate action within 30 days of delivery of notice of such claim.

General Provisions

This warranty shall govern the liability of WoodMax and supercedes all prior representations and warranties, written or oral, including any contained in the purchaser's purchase order or invoice. This warranty extends only to the original purchaser and is not transferable or assignable by the original purchaser. This warranty is not extended to any third party. No dealer, employee or representative of Woodmax has the authority to change or expand this warranty.