



Limited One-Year Product Warranty

All Timark Door Company, LLC door products are warranted for one (1) year from the invoice date - subject to the restrictions that follow - to be free of defects, which would render said door products unserviceable or unfit for ordinary, recommended use.

If a Timark Door Company, LLC door product does not meet the above standard, Timark Door Company, LLC will, at its sole discretion, either repair the product, replace the product in the original condition supplied to the distributor, or refund the original purchase price paid to Timark Door Company, LLC.

Unless otherwise expressly provided herein, Timark Door Company, LLC shall not pay for the cost of labor, freight, installation, or finishing of a replacement or original product, or for any other cost relating to the replacement of the product – all of which shall be the sole responsibility of the person making the warranty claim. All visible defects must be reported before the product or products are originally installed.

LIMITATIONS AND EXCLUSIONS

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

1. Door products that have not been sealed on all six sides (top, bottom, two faces and two edges) with three applications of an exterior grade clear topcoat AFTER trimming and hanging. Door hardware including door sweeps, hinges, and hardware MUST be removed prior to sealing. Door surfaces covered by stain or oil product alone without three clear topcoats covering all surfaces shall NOT be considered sealed. We cannot warrant any door that has been painted. Any area on the product where raw wood subsequently becomes exposed (e.g.: trimming during installation) must immediately be resealed with three applications of exterior grade topcoat over the raw wood to maintain warranty eligibility. Light colored finishes must be used where exposure of product to direct sunlight is a possibility. Light finishes reflect light and deter heat absorption into the wood. Dark finishes allow heat absorption into the wood, thus accelerating the breakdown of the finish and the possibility of damage to the product.
2. Products that have not been sealed to the above specifications within ten (10) days of delivery to the distributor. Prior to sealing, products must be stored properly in a dry environment. Do not place or store products on exposed concrete. Do not lean door slabs against a surface.
3. Improperly installed products. We urge you to perform due diligence to insure the person / company installing your door product(s) has experience installing solid wood products and suggest seeing some of their finished work before contracting them to install your Timark Door Company, LLC products.
4. Installing a product on any outer perimeter of a structure without adequate protective overhang. "Adequate Protective Overhang" is defined as an overhang projecting a distance from the structure equal to at least one half the elevation distance between the bottom of the door and the base of the overhang structure at the point that is the farthest from the door.
5. Natural variations in wood color or texture.
6. Surface abnormalities which are less than one-thirty-second inch (1/32") wide or two inches (2") tall or both. "Abnormalities" are defined as dips, scratches, raised areas, small dents or compressions. Surface abnormalities can be sanded out and are not considered a defect in the product's construction as covered in this warranty.
7. Panel movement (shrinkage or expansion) of one-eighth inch (1/8") or less. Temperature and humidity may cause wood panels to shrink or expand, possibly leaving an unstained line along the panel edge. Timark Door Company, LLC door panels are designed to float in the rails and stiles. Occasional finish touch-ups may be necessary.
8. Warping shall not be considered a defect unless it exceeds one-quarter inch (1/4").
9. Warping in any one and three-eighths inch (1-3/8") thick door that is either wider than thirty-six inches (36") or taller than ninety-six inches (96").

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10. Warping in any one and three-quarters inch (1-3/4") thick door that is either wider than forty-eight inches (48") or taller than ninety-six inches (96").
11. Bowing or non-alignment in the frame or jamb in which the door is hung, unless both the door and jamb were purchased from Timark Door Company, LLC machined and prehung at the factory.
12. A door that has been trimmed to expose the mortise and tenon joint. Cutting into the mortise and tenon joint voids this warranty. The doors are built to the customer's specifications so cutting down should not be necessary. Standard Timark Door Company, LLC door products are constructed to allow a maximum of two (2) inches to be trimmed from the bottom, and one (1) inch to be trimmed from the top without exposing the mortise and tenon joint.
13. Any one and three-eighths inch (1-3/8") thick door used as an entry or exterior door.
14. Damage caused by individuals not employed by, or under contract to, Timark Door Company, LLC; or by any circumstance beyond the control of Timark Door Company, LLC including, but not limited to, damage caused by misuse, abuse, neglect, accident, or mishandling, or by fire, flood, storm, hurricane, earthquake, tornado or other acts of nature.
15. Attempts by persons other than those authorized in advance by Timark Door Company, LLC to repair our products.
16. Damage caused by extreme temperature build-up where a storm door is used. Storm doors must be vented to eliminate temperature build-up.
17. Any irregularity or discoloration in glass that is not clearly visible from further away than six feet.

If the claimed nonconformity is warping, Timark Door Company, LLC may defer repairing or replacing the product for a period of up to twelve (12) months from the date of the claim or the date that the product was installed. It is not uncommon for a temporary warpage condition to occur as doors adjust to the local humidity and temperature conditions. Any deferral will not be counted against the warranty period.

Timark Door Company, LLC insulated glass (I.G.) units will be warranted against seal failure only if installed into the product originally by Timark Door Company, LLC.

Claims under this Limited Warranty must be made in writing within the period of this warranty and before the beginning of any repair work. Claims must be sent to: Warranty Services, Timark Door Company, LLC, P.O. Box 9530, Albuquerque, New Mexico, 87119-9530; or faxed to 505-873-6583. Claims must detail: 1) date and location of purchase; 2) THE NATURE OF THE PROBLEM; 3) the name, address, and telephone number of the person making the claim. At times, we may request that photos be taken of the claim issue. Timark Door Company, LLC reserves the right to have any product subject to a warranty claim field inspected by a representative of Timark Door Company, LLC within thirty (30) days of receipt of the claim.

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

This Limited Warranty sets forth Timark Door Company, LLC's maximum liability for its door products. Timark Door Company, LLC 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 set forth above. No distributor, dealer, or representative has the authority to change or modify this Limited Warranty. In no instance shall Timark Door Company, LLC be responsible for indirect, consequential, or incidental damages.

This warranty gives you specific legal rights, and you may have additional rights that may vary from state to state. Some states do not allow the exclusion of limitation of implied warranties or of incidental or consequential damages, so the limitation or exclusion may not apply to you. **IN SUCH CASE, THE DURATION OF ANY IMPLIED WARRANTY SHALL BE THE SAME AS THAT OF THE EXPRESSED WARRANTY STATED HEREIN.**