



4740 Vanguard Road
Richmond, BC V6X 2P8
Tel: 604.677.1144
Fax: 604.677.1146
www.doorex.ca

Door Express Warranty Disclaimer

The Door Express Warranty does not cover the following:

1. Doors with damage caused by others or by circumstances beyond the control of Door Express. This includes, but is not limited to: damage by common carriers, damage caused by loading at our shop, improper tie down, damage that occurs during transportation or unloading, misuse, abuse, accident, or mishandling. Claims for shipping damage must be filed with the carrier at time of delivery in writing on the delivery slip.
2. Wood doors where the overhang is less than 50% of the door height in a normal weather condition environment. Overhangs in harsh weather conditions must be equal to door height.
3. General conditions governing wood doors: Wood doors are a natural product and like wood furniture, if moisture penetrates the surface, damage is likely. No warranty will be extended to doors that have not been sealed properly on all six sides, inside knob holes, and behind hinges and all machined areas such as door sweeps, and mail slots, glass stops and closers. All glass and glass mouldings are to be sealed with a 1/16" bead of caulking to prevent moisture penetration. Sealing must be done within 48 hours of doors arriving on site.
4. Naturally occurring pitch pockets, or resin galls that are exposed during sanding or finishing. These are acceptable under Canadian Standards and are not considered defects. Variations of color and texture in the wood that are naturally occurring will not be considered defects.

5. Dissatisfactory appearance or service of doors that is caused by improper handling, jobsite finishing, and installation. In addition, damage caused by incorrect, careless unpacking, and or mishandling during receipt and site preparation of goods are not covered under the Door Express warranty.
6. Finishing color, appearance, and fitment are not guaranteed due to onsite third party application of finish or installation.
7. Door Express is not responsible for customer or third party attempts to repair or install doors and or hardware.
8. The Door Express Warranty against warp does not apply to doors:
 - 1 3/4" or thicker doors that are wider than 3' 6" or higher than 8'
 - 1 3/8" thick doors that are wider than 3' or higher than 7'
 - Doors that have been improperly installed, and or finished
 - Doors that have been left leaning for extended periods of time.
9. Knotty Alder doors, for exterior use that have not had open voids filled in on the exterior face are not warrantied.
10. Panel Shrinkage is not covered by the Door Express warranty.
11. Failure to perform standard home maintenance, such as, but not limited to: re-finishing doors as necessary to the same procedures and standards outlined in the Door Express Handling, Finishing and Installation directions
12. Products finished in dark colors, particularly black, cook the wood, drive out moisture, creating cracks, shifting panels, and warping, bowing, and twisting stiles and rails. As a result of this, Black or Dark finished doors are not covered by warranty, this includes, but is not limited to: consistency of grain, shrinkage, sealed unit failure, cracking or twisting.
13. Warranty repair is limited to the repair or replacement of the faulty part.

If you have any questions regarding handling, finishing, and installation, please discuss with your finisher/carpenter or refer to the “Handling, Finishing, Installation instructions” provided to you in the production email. For further questions or concerns we can be reached at 1-888-238-2687.

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