



LIMITED LIFETIME WARRANTY – INTERIOR LDF DOORS

Timberland Door, LLC. (Timberland) warrants to the original buyer of a Timberland LDF Door specifically for interior purposes (the “Product”) that the Product shall be free from defects in material and workmanship.

All doors should be thoroughly inspected for defects before delivery to the job site and/or any additional work (i.e. painting, hanging, etc.) is completed on the doors. If you have a problem with your Timberland LDF Door, immediately upon discovery contact the distributor or dealer from whom you purchased our product. Upon identification of an issue with a door(s), do not proceed with any additional installation steps (i.e. job site delivery, painting, hanging, etc.). Timberland should be made aware of the issue before any additional work is completed on the product. At its discretion, Timberland will repair, replace, or refund the full purchase price of any failed door, for/to the original residential homeowner. Timberland reserves the right and must be given a thirty (30) day opportunity to have a Timberland representative field inspect the defective Product.

Improper handling, finishing, modification and/or installation, by the homeowner and/or their hired dealer/installer, of Timberland manufactured door products shall render this warranty null and void. Hanging, installation, finishing, and or modifying the product is deemed to be acceptance of the product, and may cause any warranty claims to be denied. Timberland shall not be responsible for indirect, consequential incidental, or personal injury damages, or for any amount in excess of the purchase price (including, but not limited to delivery, finishing, installation, and/or any miscellaneous labor costs) of the defective Product, whether the claim is for breach of warranty or negligence.

WARRANTED ITEMS

1. Defects in the material that the door is manufactured with (MDF, primer, glass, etc.).
2. Doors manufactured the wrong size as compared to what was ordered.
3. Doors where the profile does not match the specification as compared to what was ordered.
4. Door warpage over 1/4” (in the plane of the door) where the door has been fully finished on all six sides (including any cutouts) and was not mishandled (i.e. leaned against a wall, stored not laying flat, etc.).
5. Doors that arrive damaged and are identified as damaged at the time of Timberland’s delivery.

WARRANTY EXCLUSIONS/TOLERANCES

1. Any Product that is purchased from the manufacturer without the factory prime coat.
2. Any Product that is over forty-two inches (42”) in width and/or eight-feet (8’) in height.
3. Warp not exceeding 1/4” in the plane of the door itself for doors three-feet (3’) x eight-feet (8’) or smaller.
4. Damage caused by attempts other than Timberland to repair the Product.
5. Product failure due to improper installation.
6. Damage caused by failure to comply with the finishing, handling or care instructions provided by Timberland.
Including but not limited to damage caused by improper handling or on-site storage.

7. Doors that have been significantly modified by the dealer, installer and/or homeowner.
8. Damage caused by failing to fully seal all six (6) sides of the Product. All surfaces and exposed areas (unprimed MDF – caused by beveling, hinge machining, lockset prep, etc.) must be sealed immediately after fitting and hanging.
9. Defects caused by bow or nonalignment in the frame or jamb in which the door is hung or improper hanging.
10. Damage due to failure to perform normal owners maintenance, including maintaining the finish (factory or non-factory finish).
11. Variations or unsatisfactory results in gloss level, texture or appearance resulting from the field application of paint or other finishing material.
12. Slight expansion due to differing environmental conditions.
13. Damage caused by others or by any cause beyond the control of Timberland, including but not limited to, damage caused by normal wear and tear; customer misuse, abuse, neglect or alteration; or, fire, flood, earthquake, storm, tornado or other acts of nature.
14. Doors shipped out of the continental US, Hawaii or Canada.
15. Doors shipped to the job site with obvious defects/issues.

This warranty provides purchaser with specific legal rights; other rights may be applicable and may vary from state to state. This warranty sets forth Timberland's maximum liability for the Products. Timberland makes no other warranty, expressed or implied with respect to its Product. No distributor, vendor or Timberland representative has the permission to alter this warranty. Timberland does not imply and/or express any warranty of merchantability or fitness for a particular purpose except as stated herein. Installation and use of Timberland's door products will serve as an approval and acceptance of this warranty and its conditions set forth.