



Carriage House Door C O M P A N Y

www.CarriageDoor.com CHDC Wood Carriage Collection Warranty Agreement

The distributor of **Carriage House Door Company** products whose name appears below (**Seller**) warrants to the original purchaser of the **Carriage House Door Company** residential garage door(s) indicated below that subject to all of the terms and conditions hereof the door(s) will be free from defect(s) in materials and workmanship for a period of **one (1) year** from the original date of purchase. *This warranty excludes the glass and the decorative hardware attached to the door(s).*

Seller's obligation under this warranty is specifically limited to repairing or replacing, at its option, any part of the door(s) which is determined by **Seller** to be defective during the warranty period. All labor charges, including repair, replacement, labor, painting and transportation are excluded, and will be the responsibility of the owner.

SPECIAL PAINTING AND/OR STAINING REQUIREMENTS: **Carriage House Door Company** garage doors are specialty products, and thus require special finishing and care both prior to installation and during service. Failure to follow the finishing and care instructions will void the warranty. Paint Grade door sections must be painted on both front and back sides and all four edges with **one (1) coat of exterior grade primer (factory provided), and two (2) coats of high quality exterior grade paint**. Stain Grade door sections must be stained on both front and back side (*back side is optional, but still must be sealed*) and all four edges with **A) high quality exterior grade oil based stain (water based stains or stains containing paraffin are not recommended as they require more maintenance and do not provide the necessary protection for the doors) and B) high quality exterior oil based sealer** applied in accordance with the manufacturer's instructions. All of the paint and stain requirements must be finished in this manner within **two (2) days after receipt**. (Note: Any damage caused by painting/staining the door(s) between sections without allowing proper drying time and/or not allowing sections proper separation from contact before drying, are not covered under this warranty.) Damage caused by exposure to weather prior to finishing is excluded from this warranty. Note that due to differences in natural wood characteristics, the uniformity of wood section color and grain is not warranted. As a natural characteristic of wood, some splitting and cracking may occur. Door(s) finished with medium to dark shades (dark shades are not recommended on southern or western exposures) will increase the likely hood of this occurring. Over-sized face and trim materials will also increase the risk of this occurring and is not considered a manufacture defect. All nail holes are filled on sanded doors to prevent moisture reaching the nails, which without filler may cause bleeding. With the expanding and contracting of wood materials (this is a natural occurrence of the material) some of the filler may slightly pop up from the holes. Sanding and re-finishing (part of the necessary maintenance) will correct this. This is not a factory defect and is not covered under warranty.

The trim and face material (**StableWood**) is a hybrid synthetic material and is subject to shrinkage if not coated and finished correctly. Doors finished with medium to dark shades (light reflective value (LRV) of lower than 55) will increase the likelihood of this occurring and is therefore excluded from the warranty. This is not a factory defect and is not covered under the warranty. Doors must be finished with water based coatings and paints. Paints must have solar reflective pigments. Paints with a light reflective value of 55 or lower are not recommend and will not be covered under warranty. Paint and stain finishes purchased from Aqua-DIY will meet recommended requirements from the manufacturer. Aqua-DIY products can be purchased at their website www.aqua-diy.com. Primer is not required when using Aqua-DIY products.

Door(s) with electric openers must follow manufacturer's instruction manual for installation. **NOTE: Do not under any circumstances pull on the release rope while the garage door is in the open position. Serious injury or death may occur!**

After installation, additional care of the door(s) is required during service. The door(s) must be protected from excessive exposure to the sun. It is the owner's obligation to periodically inspect the door finish. If the finish becomes weathered, deteriorated or thin, then the affected surfaces must be finished as per the above finishing instructions. Damage caused by failure to do so is excluded from this warranty.

This warranty applies only to garage door(s) which are installed in single-family residential applications. It does not cover any door installed in a commercial, industrial or other non-residential application. This warranty is made only to the original purchaser of the doors and is not transferable or assignable. This warranty does not apply to any door(s) which has been altered or repaired by any person not authorized by the **Carriage House Door Company** to do so. This warranty does not apply to any door(s) or component(s) which has been damaged or deteriorated due to misuse, accident, improper finishing or failure to provide necessary maintenance.

THERE IS NO WARRANTY OF MERCHANTABILITY, WARRANTY OF FITNESS FROM ANY PARTICULAR PURPOSE OR ANY OTHER IMPLIED WARRANTY BEYOND THE ONE (1) YEAR PERIOD DESCRIBED ABOVE. SELLER WILL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR ANY FURTHER LOSS, WHICH MAY ARISE IN CONNECTION WITH ANY CLAIM.

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 limitations on how long an implied warranty lasts and some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

Carriage House Door Company has not established any informal dispute settlement procedure of the type described in the Magnuson-Moss Warranty Act. Claims under this warranty must be made in writing promptly after discovery and within the warranty period to the Seller whose name and address appear below. Proof of purchase and identification as the original purchaser may be required.

Seller: _____ **Date:** _____

Purchaser: _____

Address: _____

Signature: _____

(Note: During the installation of your door(s), you should receive a copy of the Warranty Registration Form to mail to our office. If you did not receive that form, please contact our office at 1(800)545-7608)