



Warranty

WHAT THIS WARRANTY COVERS

We warrant to the original owner if your DARPET product exhibits a defect in material or workmanship within the time period from the date of purchase as specified below, we will, at our option, repair, replace or refund the purchase price of the Product or component part. No labor or transportation costs are included, maximum liability will not exceed the value of our product.

Owner-Occupied Single-Family Residence Limited Warranty Door Slabs:

Except as set forth below, we warrant our door slabs, prehung units, commercial doors and trim & moulding:

Interior Doors One (1) year

Commercial Doors One (1) year

Trim & Moulding One (1) year

Door Frames: We warrant our door frames for one (1) year from the date of purchase.

TRANSFER-ABILITY

This warranty is not transferable.

HOW TO GET ASSISTANCE

If you have a problem with your DARPET material, immediately, upon discovery, contact us directly.

We will respond quickly and efficiently if you provide the following items:

- date material was purchased.
- original receipt
- how to contact you
- description of damages to material
- photographs of the issue & door tag are required

WHAT WE WILL DO

Upon receiving your notification, we will send out an acknowledgment within three business days to the contact, which you have provided. We will investigate your claim and will begin to take appropriate action within 5 days after receipt of notification. If your claim is approved, and we choose to repair or replace the product or a component of the product, the replacement product/component will be provided in the same specification as the original product or its nearest equivalent current product. Replacement products, components and services are warranted for the balance of the original product or service warranty, or 90 days, whichever is longer. If the claimed nonconformity is warp of a door slab, we may defer repairing or replacing the door slab for a period up to 12 months from the date of claim. It is not uncommon for a temporary warp condition to occur as the door slab adjusts to local humidity and temperature conditions. Warping of up to 1/4 inch is normal. This deferral will not be counted against the warranty period. DARPET reserves the right to deny any claim determined invalid.



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WHAT THIS WARRANTY DOES NOT COVER

This warranty does not cover parts or components (e.g., locksets, handles, etc.) not sold by DARPET to the original owner. DARPET does not cover transportation damage, minor primer scratches common on all doors or the preparation work needed for doors to be painted.

DARPET is not liable for damage, product failure or poor product performance due to:

- Normal wear and tear, including normal wear and tear of weatherstrip; and natural weathering of surfaces. Variations in the color or texture of wood or finish; surface cracks that are less than 1/32" in width and/ or 2" in length; for knotty alder and juniper; surface checks that are less than 1/8" in width and/or 5" in length, and knot placement, quantity, or size.
- Normal wear and tear to hardware and naturally occurring changes to hardware finishes (e.g., corrosion or tarnishing).
- Misuse or abuse; failure to follow the care and maintenance instructions.
- Alteration or modification of the Product (e.g. cutting the door to a different size, custom prepping the door, customer applied peepholes, mail slots, security systems).
- Any cause beyond our reasonable control (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our control).
- Improper installation not in conformance with DARPET installation instructions (note: see www.darpet.com for current installation instructions); operational problems and problems related to water and/or air infiltration/leaking as a result of improper installation or flaws in building design or construction.
- Improper field finishing of all surfaces (front and back) and edges (top, bottom, and sides) of the door slab and frame (See our Finishing Instructions; variation or unsatisfactory results in sheen or texture resulting from the field application of paint or any other finishing material).
- Bow or misalignment in the frame or jamb in which the door slab is hung (if such is purchased from DARPET unmachined and not prehung).
- Wood decay for wood components (including pine) that come in direct contact with soil. Note: superficial mold/mildew does not indicate wood decay.
- Structural integrity issues or other problems caused by improper field fitting of the hardware, improper sizing of the door slab, or other assembly problems.
- Hardware, accessories or inserts that are not provided by us.
- Condensation or damage as a result of condensation (Note: unless due to insulating glass failure, most condensation problems are related to excessive humidity levels in a structure; contact a heating/air conditioning specialist for help).
- Slight imperfections or wavy distortions in the glass that don't impair structural integrity. Note: wavy distortions in the glass (e.g. related to laminate interlayer or heat strengthening of glass) are not considered a defect. Slight color variations in glass are not considered a defect.
- Labor and materials for repainting or refinishing activities or the removal or disposal of defective product(s); labor exceeding the time periods specified above.
- Delivery and installation costs are not the responsibility of DARPET.