

Home Center Outlet Iron Door Warranty

WARRANTY / DISCLAIMER

Home Center Outlet guarantees that all iron doors will be free from defect in material and craftsmanship for a period of one year from date of receipt/pick up.

Door. A 5-year warranty on structural and mechanical defects on all door frames and doors will be in effect from the date of the item's receipt. Warranty claims will be reviewed and authorized at Home Center Outlet's sole discretion. If there is any defect in material or craftsmanship resulting in a failure of the product to perform as intended and designed, Home Center Outlet will, in its sole discretion, provide replacement parts or make necessary repairs or provide a refund equal to the amount to the cost of such replacement parts or repairs. The warranty on the replacement parts will extend only for the balance of the warranty period of the original product. **In no event shall Home Center Outlet be responsible for the cost of labor, installation, sales tax, finishing, or any other associated or incidental cost, for either the original or the replacement parts, unless expressly required by state law. The original warranty period shall not be extended by any repair or replacement.**

Paint. The paint and finish was professionally applied and is warranted for 1 year from the date of sale. Warranty is subject to inspection and authorization at Home Center Outlet's sole discretion. Warranty excludes scratches. Warranty also excludes any damages to paint and finish caused during installation, transportation, misuse or failure to provide the required overhang as protection from the elements.

Glass. The glass is covered for 1 year from the date of sale. Warranty excludes minor imperfections, scratches and broken glass. Warranty is subject to inspection and authorization at Home Center Outlet's sole discretion.

Exclusions from Warranty. This warranty does not cover optional product accessories, parts, add-ons, equipment, supports, pans, caps, screens, safety or panic hardware, or other aftermarket items, whether or not affixed with Home Center Outlet products and whether or not manufactured by Home Center Outlet or other third parties.

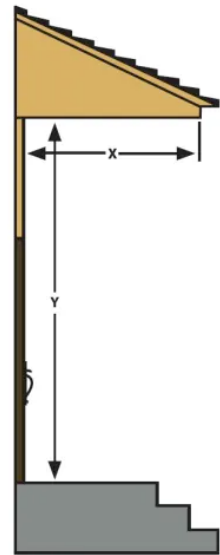
- a. This workmanship & materials limited warranty does not cover conditions that are not product defects or are caused by factors outside of Home Center Outlet's control, included but not limited to:
 - Minor metal, glass or paint imperfections, that are allowable applicable under industry standards;
 - Condensation, frost, mold mildew, corrosion, or fungus on product surfaces;
 - Temporary thermal expansion or bowing resulting from direct sunlight and/or significant differential between indoor and outdoor temperatures; and
 - Defects in exterior finishes resulting in cracking, peeling, and other loss of adhesion in installations within five miles of a coastal region.
- b. This Workmanship & Materials Limited Warranty **SHALL BE VOID** under the following conditions:
 - The unit is not installed or maintained accordance with Home Center Outlet warranty requirements and industry standards and applicable building codes.
 - The unit is not properly protected from the elements by way of adequate overhang requirements detailed by Home Center Outlet.
 - Nonstandard installation, including but not limited to, units installed in other than a vertical plane, sloping glazing, or out-of-square / out-of-plumb.
 - The unit is subjected to stresses, included but not limited to, stresses resulting from structural settlement or vibration, soils movement, or other movement of the building foundation, localized application of heat causing excessive temperature differentials over the surface or glass, or exposure to corrosive materials, included but not limited to, sulfur, chlorine or other harsh cleaning materials.
 - The unit is subjected to high humidity;
 - Aftermarket tints, coatings, films or other modifications have been applied to the unit;
 - The unit has been exposed to extreme weather or atmospheric conditions or Acts of God;
 - Decorative art glass is sealed between the panes;
 - The unit has been modified or altered by the original purchaser or any other third-party;
 - The unit has been improperly used or maintained; and

- As to glass windows, the unit was installed in a high-altitude application without capillary tubs or has capillary tubes but was not installed in a high-altitude application.
- c. Bubbling paint or scratches that occur around the lock area is caused by improper installation methods or techniques used to correct the installation: The following are common issues with installers causing damage to the finish around the lock areas:
1. The third hole drilled by the installer for the lower lock area is not aligned. The damage is caused when installers over tighten the lock to compensate the unaligned hole that was drilled. The tightening of the lock causes pressure on the door finish leading to marks and scratches around that area. The tightening of the lock also causes slight bowing of the lock in the center.
 2. Attempting to straighten or align the lock after the screws have been installed on the lock. Aligning a lock should be done before the screws are put in.
 3. Multiple attempts to install the lock.

Exposure to natural elements and frequent use is expected to cause Home Center Outlet products to age naturally. Scratches and rust may appear with usage over time but can and should be maintained and serviced by customer.

Doors not shielded from the elements by adequate, required overhang will not be covered by any warranty.

- a. Adequate overhang is very critical to the life and performance of a wood stile and rail door. proper overhang with protect your door from the elements and extend the life of the door. In most climate conditions, the following formula can be used to determine the appropriate amount of overhang: **$X = 1/2Y$ (where X is the length of the overhang required, and Y is the distance from the bottom of the door to the base of the overhang.)** For example, if the measurement from the bottom of the door to the base of the overhang is 10 feet, then the required overhang is 5 feet.



While Home Center Outlet's iron doors are galvanized, we do not recommend direct or prolonged exposure to water. Keep the products clean from water, or any other chemical products. Any damages or changes to the product brought on by frequent use or exposure to the elements is considered an organic process than cannot be prevented and is not considered a defect that is covered by Home Center Outlet Limited Warranty. Any prolonged exposure to moisture/water may lead to rust if not wiped immediately as this a metal product. See Home Center Outlet's Iron Door Care and Maintenance Tips for information about the best way to keep your door clean and maintain your product before proceeding.

Home Center Outlet iron doors are hand forged and hand finished. Minor differences in these products are normal and should be expected to achieve the "hand forged" look, this is not considered a defect. The product is made of natural materials that are never flawless and the natural imperfections of the steel, glass & components will vary within reasonable tolerances that are standard in the industry. Similarly, the paint, finish or color will vary with material on which it is applied, and those surfaces exposed to water or sunlight will change in appearance over time. There is no warranty against rust. Rust is a direct result of water. Rust arises from a lack of an overhang protecting your door or window, or from directly hosing or washing off your door with water. All of our products require adequate overhang to prevent any type of water damage. All of Home Center Outlet's iron doors are manufactured overseas.

Upon receipt of a valid claim, HCO shall have the option to either repair the product or provide a replacement product of like kind and design. Further, in lieu of repair or replacement, HCO reserves the right to refund the Customer's purchase price (not replacement price). This shall be the customer's sole and exclusive remedy, and in no event shall HCO be

responsible for labor, shipping, finishing expenses, removal of product, installation of replacement product, or other incidental and/or consequential charges, costs, expenses, or claims incurred by customer.

Suitability. Home Center Outlet does not guarantee that the products within its stores or products purchased via special order fulfill building codes, ordinances, or regulations for any specific application or any particular jurisdiction, without. It is the responsibility of the customer and/or building owner, architect, contractor and/or installer to ensure that the products selected confirm to the applicable local building codes, regulations, plans and/or specifications. We have carefully created the content and material on our site and in our stores to depict our products precisely as they are. We strive to give our clients an authentic representation of the product they are ordering and expecting. Home Center Outlet is not responsible for determining the suitability of any product for a particular project, design, application, climate, condition, use or customer need or purpose. Home Center Outlet is also not responsible for determining whether its products will achieve a particular third-party certification or standard. Determining such product suitability is the responsibility of the architect, contractor, distributor, installer, owner, user, and/or other construction professionals. Home Center Outlet will also not be responsible for any claims or damage arising from inappropriate selection of products, faulty building design or construction, improper installation, inaccurate measurements or orders.

Extreme Weather Conditions. Insulated iron doors are constructed using steel tubing which is then filled with polyurethane foam for insulation. However, in extreme weather conditions when it is freezing cold outside and the interior heating thermostat is set to at least 65 degrees, the steel itself conducts the heat right around that insulation and out into the atmosphere. In freezing weather, iron doors may suffer from condensation and even frost of the inside of the door. Some contributing factors attributable to this potential occurrence include but are not limited to: elevated moisture levels found inside the home, heat registers located close to the doors and extreme temperature differences between inside and outside the home.

The possible moisture build-up is not a sign of substandard manufacturing methods or product defect, but it could negatively impact the door, trim, and/or flooring if left unattended for extended periods of time. Therefore, we cannot guarantee against condensation in extreme weather conditions, nor will we be held responsible for any damage resulting from “sweating”/condensation.

Return Policy. Home Center Outlet stands behind the quality of everything we sell and hope you are pleased with your door. If for any reason you are unsatisfied with your purchase, we do offer a return for refund window of 14 days. Items will not be eligible for return if they have been installed, modified, or damaged in any way.

Return Policy Terms.

- All product(s) must be returned in their original condition. They must not have been or be installed, modified or damaged in any way.
- The Purchaser(s) will be responsible for the costs associated with the return of the product(s); including but not limited to, removal, installation, transportation.
- The Purchaser(s) will assume liability for any damage incurred during the return transit.
- Custom-made products are not eligible for return or exchange.

Return Policy Exclusions. Iron doors that have been custom ordered and made to your exact specifications are not eligible for return or exchange under any circumstance. Iron doors that have been custom ordered are on an estimated lead time. Home Center Outlet will not be responsible for unforeseen delays in shipping and arrival due to circumstances outside of its control.

Lead Time. Any lead time given is estimated, never guaranteed. Home Center Outlet works with third party logistics providers and handcrafted products. Both are factors that do not allow us to guarantee an accurate delivery date.

Risk of Loss. All included items like the door, door frame with threshold, weather stripping, door sweeps and glass are verified to be with the product at the time of pick up and will not be covered by Home Center Outlet if lost. Home Center Outlet can provide replacements of the above parts if lost by the customer, but this may result in additional charge.

This warranty does not cover any failures due to accident, misuse, abuse, alteration, faulty building construction or exposure to the elements without proper finishing. This warranty does not cover failure due to improper handling, storage, installation, maintenance, or storage.

Leakage. For all iron door orders, customers will need to make sure there is adequate overhang. For details on how to determine how much overhang will be necessary for your door, see the Home Center Outlet Overhang Requirements Informational. Even with an overhang, it is also recommended for the door to be installed by a professional to make sure that all waterproofing measures are taken correctly. All waterproofing and installation needs will be the customer's responsibility. Home Center Outlet will not be responsible for waterproofing and/or improper installation that leads to water penetration.

Clearance Iron Doors: All items sold as "surplus" or "clearance" are sold as is with no warranty. Each door system has been inspected and determined to be fully functional and free of any mechanical defects before leaving out warehouse – all sales are final.

Limitation of Liability: In no event will Home Center Outlet be liable to clients or anyone else for any incidental, consequential, special, or indirect damage. This includes but is not limited to trading losses or damages, or lost profits that result from inconvenience or delay or loss of Home Center Outlet products. Since the limitation or exclusion of incidental or consequential damages is not allowed in certain states, the above-mentioned limitation of liability will not apply in particular jurisdictions or cases. In no event will Home Center Outlet be liable to the buyer or user for any damages, losses, or causes of action that exceed the amount paid by the user, if any.

Indemnity: The Purchaser agrees to indemnify and hold Home Center Outlet and its affiliates harmless from and against any and all liability, claims, losses, costs and expenses including but not limited to attorneys' fees that may arise from the Purchaser's violation or breach of these Terms and Conditions, arising from the Purchaser's violation of any third party's rights such as trademark, copyright, proprietary and privacy rights or regulation or ordinance. This indemnification and hold harmless obligation will survive the termination of these Terms and Conditions.

Inspection: Home Center Outlet takes extra precaution to inspect each product prior to item pickup. We take the extra step to make sure to allow the Purchaser to inspect the door at the time of pick up to catch any possible damages or defects before the product leaves Home Center Outlet warehouse(s). Home Center Outlet is not liable for any damages that occur during, upon, or after the door transportation to installation site.

Concealed Damage(s): When damage is discovered after the item has left Home Center Outlet warehouse(s), it should be reported to the Home Center Outlet team immediately & no later than 24 hours after the item's pickup. The eligibility for return or replacement will be left to Home Center Outlet's discretion.

For further information or assistance, please contact your local Home Center Outlet location at (770) 946-0020 or email the team at Info@HomeCenterOutlet.com.