

Home Center Outlet Wood Door Warranty

Home Center Outlet's exterior wood doors are covered under varying warranties dependent upon the door manufacturer. These warranties ensure their product to be of good material and workmanship and to be free of defects at the time of shipment that would render them unfit for the purpose for which each door is recommended. Upon entrance to HCO warehouses, your door has been inspected for any defects in materials and workmanship. Because the doors are of natural wood, some discoloration and natural grain textures are considered acceptable.

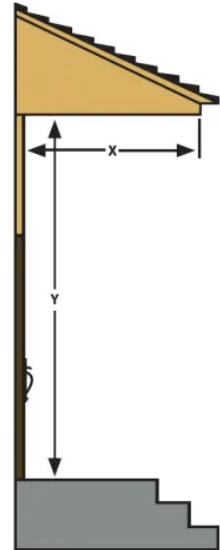
Should the warranted door be found to contain defects, the manufacturer will fulfill its warranty at its full discretion. At the time of pick up, HCO associates will assist with the inspection of your door for any defects. Should the warranted door be found to contain defects once the door arrives at the installation site, HCO must be notified immediately and specifically before the door is installed or treated in any manner. **No labor, installation, or refinishing expenses is covered by this warranty.**

The following are not to be considered defects in material or workmanship and are not covered by this warranty:

1. Wood doors are susceptible to expansion and contraction caused by temperature and humidity variations. Small surface checking or slight shrinking or cupping, which may cause tiny cracks at the joints, may occur under these conditions. These deviations from perfection are not considered flaws. All doors are shipped unfinished, and the natural characteristics of wood movement cannot be warranted.
2. Warp shall not be considered a defect for a 6'8" door unless it exceeds a 1/4" in the plane of the door. Warp shall not be considered a defect for an 8'0" door unless it exceeds a 3/8" in the plane of the door. No doors taller than 8' shall be warranted. Warp is any distortion in the door itself and does not refer to the relationship of the door to the frame or jamb in which it is hung. The term warp shall include bow, cup and twist. In measuring the amount of warp present in a door, the following method must be used. Bow, cup and twist are measured by placing a straight edge, taunt wire, or string on the suspected concave face of the door at any angle (i.e., horizontally, vertically, and diagonally.) the measurement of bow, cup and twist is made at the point of maximum distance between the bottom of the straightedge, taunt wire or string and the face of the door.
3. Panel shrinkage.
4. Trimming of door more than 1/2" in the width of the door and 1" in the height of the door.
5. Natural variations in the color of the wood or in the texture and grain of the wood.
6. Natural variations in the color of the wood or in the texture and grain of the wood.
7. Doors which are improperly hung or do not swing freely.
8. Any damage caused by improper installation of a storm door or in the installation of a non-ventilating, full glass storm door shall void this warranty.
9. Damage resulting from any cause beyond the control of the manufacturer or Home Center Outlet including, but not limited to, damage caused by misuse, abuse, accident, mishandling, during installation, during transportation, fire, flood, earthquake, storm, tornado, or any other act of nature.
10. This warranty applies only to doors installed in owner occupied residential dwellings within the U.S., during the Customer's ownership, and is non-transferrable.
11. Repaired or replaced components are warranted on the same terms and only for the remainder of the original warranty period. Color and grain match are not guaranteed. HCO reserves the right to discontinue or change products or components. If a product or component is not available, HCO may select and/or provide a like product or component of equal quality and price.
12. Any door that has not been sealed and finished correctly on all 6 sides of the door. Bore holes, mortise pockets, and any other trimming of the door must be sealed and finished for this warranty to take effect.

13. 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 will 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.



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.

Finishing Recommendations

The following finishing recommendations must be followed for any warranty to remain intact.

A. Inspection and Storage

1. Upon delivery, inspect your door for damage or defects in manufacturing. If problems exist, DO NOT hang your door. Imperfections in grain or color are natural properties of wood and are not considered defects.
2. Allow a minimum of 24 hours for the door to adopt general humidity prior to hanging.
3. If necessary to store your door for a prolonged period, lay flat in a dry protected area not exposed to direct sunlight.

B. Finishing Preparation

1. Doors must be stained/finished and sealed before installation.
2. All surfaces must be sealed – including all six sides.
3. Prior to finishing, all surfaces must be sanded with 220 grit sandpaper. Do not sand across the grain. After sanding, clean door with a tack cloth and inspect with sight and feel for any rough spot or surface residue. Sand again if necessary.
4. Stains and wood grains may vary. Differing grains and colors give wood doors their natural and individual look. If you desire a more continuous color (toning down but not eliminating differences) apply a wood sealer prior to finishing. Your stain supplier can recommend a sealer which is compatible with your finish.
5. Finish all 6 sides of your door – this includes under all hardware. Underneath hinges, knobs, sweeps and weatherstripping must be finished or warranty is void.

C. Finishing on Exterior Wood Door

1. Stain your door with any high-quality stain formulated for exterior use. Stain all 6 sides. We suggest you first apply to a small section on the edge of the door to assure your approval of stain color. For best results, allow this stain to dry/cure for 24 hours.
2. After drying, lightly sand door with 220 grit sandpaper to remove any raised grain. Clean up dust with a task cloth – surface should be smooth again.
3. Second coat should be formulated for exterior finish – we recommend spar varnish or spar (exterior) urethane. Do not use polyurethane. Polyurethane is an interior finish and will break down and peel off with exposure to sunlight and elements. Again, for best results, allow topcoat to dry/cure for 24 hours.

4. Repeat Step 2 above.
5. Final finish coat should follow Step 3 above – do not sand your final finish coat.
6. Paint your door. Use a high-quality primer for first coat. Allow primer to dry/cure for 24 hours.
7. Step 2 above must be followed. Topcoat your door with a high-quality exterior paint. Your paid supplier can recommend the best finish for your area assuring the finish coat and primer is compatible.
8. Again, follow step 2 above.
9. Final finish coat to be applied with attention to brush strokes and direction.

D. Periodic Inspections of all exterior wood products are necessary. Inspect every 6 months – refinish as necessary.

Important Note:

1. Dark finishes absorb more heat and are more prone to breakdown (avoid dark colors). The use of dark colors will void any warranty in its entirety.
2. Storm doors generate extreme heat against wood doors. The installation of a storm door will void any warranty in its entirety.
3. Lack of adequate overhang as detailed in the warranty will void any warranty in its entirety.
4. Damage resulting from any cause beyond the control of the manufacturer or Home Center Outlet including, but not limited to, damage caused by misuse, abuse, accident, mishandling, during installation, during transportation, fire, flood, earthquake, storm, tornado, or any other act of nature will void any warranty in its entirety.

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 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.