

FRANK LUMBER WARRANTY

LIMITED WARRANTY

Frank Lumber Company warrants each door we sell, for a period of one year from date of customer's receipt of the door, is of good material and workmanship and free from defects that would render the door unserviceable or unfit for ordinary, recommended use.

In addition, Frank Lumber honors the specific warranties offered by the door and hardware manufacturers whose products we sell.

EXCLUSIONS: The following items are not considered defects and are not coverable by the limited warranty as expressed above.

1. Damage / deterioration caused by improper or incomplete finishing. The performance of particular finishing products used for in-the-field finishing is not warranted by Frank Lumber. Please use the best quality finishing products available to you
2. Damage or deterioration caused by improper handling / on-site storage
3. Damage resulting from attempts other than Frank Lumbers to repair the door
4. Failure to perform normal home maintenance, including maintaining the door finish
5. Natural variations in color or texture of the wood
6. Warp less than or equal to 1/4" for doors 3' x 7' or less, 3/8" in doors exceeding 3' x 7' in the overall plane of the door's length. Doors over 42" in width, and / or over 96" in height, are not covered against warp in our warranty
7. All exclusions specific to our "Finishing Guide" are not coverable. For example, wood doors installed in extreme or hazardous weather exposures are not covered
8. No accommodation of a customer's specific requests performed by Frank Lumber that fall outside the guidelines in this section, or outside of a particular product expected or normal use, or against the specific or implied recommendation of any Frank Lumber representative will be covered by the warranty

POLICIES / REMEDIES:

Any warranty claim for a reasonably noticeable defect is void if made after 30 days from receipt of the door. Claims for latent defects must be made as soon as they become reasonably noticeable. Claims should be made in writing, E-mail is acceptable. Phone calls prior to written notification will not be considered as claims. Frank Lumber reserves the right to require proof of purchase to consider a warranty claim. Frank Lumber may require photographs of a defect in order to pre-qualify any applicable site visits or offer of remedy.

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Insulated glass inserts are covered for 1 year from date of receipt. By law, all glass installed in doors must be tempered. The tempered label etched into the lower corner of a glass insert is not a defect, it is legally required. Tempered glass is more prone to scratch than annealed window glass, so care must be taken when removing glazing sealant and cleaning the glass. The industry standard for glass scratches allows minor scratches; if they are not visible from 5 feet away, they are not considered defects. Frank Lumber is under no circumstances liable for any damage over and above the original purchase price of a door or pre-hung door system. Any costs associated with project specific delays or re-work in a full replacement or refund situation are not warrantable. Please thoroughly inspect your door prior to finish or installation

Since wood is a living entity, wood requires more maintenance than steel or fiberglass doors. While there is no set schedule for maintenance, here are signs that indicate maintenance or refinishing may be needed:

Hairline cracks, Flaking or scaling, Color changes and fading, Dullness, Cracked paint or varnish at component joints, Darkening areas of the wood grain, Scratches, or physical damage of the finishing. The lifespan of the finish of your wood door will depend on its exposure to high humidity, precipitation, and direct sunlight. Some finishes may last up to three years under ideal conditions and protection—but if the door is exposed to frequent direct sunlight, the finish can start to deteriorate within the first year.

PRE-HUNG DOORS / SYSTEMS:

Frank Lumber warrants, for the duration of one year from the date of receipt, that pre-hung units will function as intended during normal, suggested use with the following exclusions

1. Improper installation causes damage or deterioration of the doors function
2. Door units modified by any party other than Frank Lumber are not covered
3. All exclusions specific to our “Finishing Guide” are not coverable. For example, wood doors installed in extreme or hazardous weather exposures are not covered
4. Failure to properly seal the door. All edges must be sealed within 72 hours after fitting and hanging with the integrity of the finish maintained.

Claims for shortage or damage must be reported within 10 days.

Refunds gladly made within 30 days of purchase. Restock charges may apply.

No refunds without receipt.

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CUSTOMER SERVICE STATEMENT:

It has always been the goal of Frank Lumber to partner with our valued customers to help ensure the success of their projects, and their satisfaction with our products and our people. To build and sell the best quality wood doors possible is our mission. Our customer service department is always willing to discuss a particular situation. Even if it is not a situation where we can offer warranty coverage as a specific solution, we are glad to help with advice and suggestions to help make things right. Frank Lumber is proud of our doors. We want to stand behind them, and we promise to work together with our customers in a friendly, positive, and professional way.