



IMPACT DOOR WARRANTY POLICY

1. WARRANTY COVERAGE

The Door District (“Company”) warrants that its impact-rated door systems are free from manufacturing defects in materials and workmanship under normal use and service conditions, subject to the terms, conditions, limitations, and exclusions set forth herein.

This limited warranty applies exclusively to:

- Door slabs
- Frames
- Factory-applied finishes
- Components manufactured and supplied directly by The Door District

This warranty is limited solely to manufacturing defects and does not cover damages or conditions resulting from improper installation, misuse, abuse, extraordinary environmental conditions, unauthorized modifications, or handling by third parties.

2. WARRANTY PERIOD

This limited warranty shall remain in effect for:
Twelve (12) months from the date of installation.

The Company reserves the right to request proof of purchase and proof of installation date to validate warranty coverage.

3. SCOPE OF COVERAGE

Under normal use and service conditions, this warranty covers:

- Structural manufacturing defects

- Abnormal wood checking, cracking, or material separation affecting structural integrity
- Warping exceeding 1/4" (6 mm), provided the product has been properly installed
- Defects in factory-applied finishes beyond normal wear
- Failure of structural integrity under approved operating conditions

The following conditions are considered normal characteristics of natural wood products and are **not** considered defects:

- Variations in wood grain, texture, and color
 - Natural aging or fading caused by sunlight and environmental exposure
 - Minor expansion or contraction due to temperature and humidity changes
 - Slight finish variations inherent to custom manufacturing
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4. WARRANTY CONDITIONS

This warranty shall remain valid only if ALL of the following conditions are met:

- The product is installed in accordance with manufacturer specifications and applicable building codes
- Doors are properly sealed on all six (6) sides
- The product is used under standard residential or approved commercial conditions for which it was designed
- Proper maintenance is regularly performed, including inspection of finishes, sealants, drainage conditions, and surrounding waterproofing systems
- The product is inspected upon delivery and prior to installation
- Any visible damage or discrepancy is reported prior to installation

Impact-rated doors are designed to resist exterior environmental exposure under approved installation conditions; however, they are **water-resistant, not waterproof**.

The Company shall not be responsible for damages caused by:

- Standing water
- Water infiltration
- Structural leaks
- Improper drainage
- Deficient waterproofing systems
- Environmental conditions exceeding the certified performance specifications of the product

The installation warranty applies **only** when installation is performed directly by The Door District.

Any post-installation modification, removal, reinstallation, adjustment, or manipulation performed by third parties automatically voids the installation warranty.

The product warranty remains valid only for manufacturing defects, provided the issue is not related to:

- Improper installation
 - Structural movement
 - Third-party handling
 - Unauthorized repairs or modifications
 - Abuse, misuse, or negligence
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5. PRODUCT INSPECTION AND ACCEPTANCE

The customer is responsible for inspecting the product upon delivery.

- Any visible damage must be reported immediately upon receipt
- Any concealed or non-visible damage must be reported within seventy-two (72) hours of delivery

Products presenting visible damage, defects, or discrepancies must **not** be installed.

Installation of products with visible damage or known defects shall constitute acceptance of the product condition and automatically waive any claims related to those visible conditions.

Once the product has been accepted and/or installed, no claims related to visible damage, shortages, or cosmetic conditions will be accepted.

6. EXCLUSIONS

This warranty does **not** cover:

- Installation performed by third parties
- Damages resulting from improper installation
- Damages caused during transportation, delivery, handling, storage, or jobsite activity after delivery
- Modifications, alterations, adjustments, or manipulation of the product after delivery
- Removal and reinstallation by parties other than The Door District
- Misuse, negligence, abuse, impact, or lack of maintenance
- Structural movement or settlement of the building
- Water infiltration caused by deficient waterproofing, drainage systems, or surrounding construction conditions
- Conditions exceeding the certified design pressures, approved impact ratings, or engineered specifications of the product
- Natural variations in wood grain, texture, tone, or color
- Minor cosmetic imperfections not visible from a distance of six (6) feet under normal lighting conditions

- Warping below the allowable 1/4" tolerance
- Delays in manufacturing, delivery, installation, or project execution

Third-party products and accessories are **not** covered under this warranty, including but not limited to:

- Locks
- Hinges
- Handles
- Glass
- Electronic components
- Any accessories not manufactured directly by The Door District

Third-party hardware and accessories are subject solely to the warranty policies of their respective manufacturers. Any claims related to third-party products must be handled directly with the applicable manufacturer. The Door District shall not act as intermediary and assumes no responsibility for third-party warranty claims.

Important Clarification

When installation is performed by third parties, The Door District shall not be responsible for:

- Installation quality
- Alignment issues
- Operational performance
- Water infiltration
- Air infiltration
- Functionality issues
- Structural deficiencies related to installation conditions

When installation is performed directly by The Door District, installation-related claims must be reported in accordance with this warranty policy and remain subject to inspection and approval by the Company.

7. CLAIM PROCEDURE

To initiate a warranty claim, the customer must:

- Submit written notification within the applicable reporting timeframe to support@thedoordistrict.com
- Provide proof of purchase, including Sales Order number and/or serial number located on the product label
- Provide delivery documentation
- Submit photographs and/or videos clearly showing the issue
- Allow inspection by The Door District or its authorized representatives

Failure to comply with these procedures may result in denial of the claim.

All warranty determinations shall be made solely at the discretion of The Door District following inspection and evaluation.

8. STORAGE AND PAYMENT CONDITIONS

Once merchandise arrives at The Door District warehouse, the customer will be notified to coordinate delivery or installation.

The Company provides up to Thirty (30) days of complimentary storage from the date of arrival.

After this period, storage fees may be applied monthly until the merchandise is released, delivered, or installed.

Products will not be released for delivery or installation until the account balance has been paid in full.

9. REMEDIES

At its sole discretion, The Door District may:

- Repair the product
- Replace the product
- Issue a credit or refund up to the original purchase value of the product (material only)

The remedies described herein constitute the customer's sole and exclusive remedy under this warranty.

10. LIMITATION OF LIABILITY

Under no circumstances shall The Door District be liable for:

- Labor costs, including removal or reinstallation
- Project delays
- Loss of use
- Temporary protection expenses
- Consequential, indirect, incidental, or special damages
- Costs associated with third-party contractors or installers

The Company shall not be responsible for damages resulting from conditions exceeding the certified performance specifications, approved installation parameters, or engineered ratings of the product.

Liability shall be strictly limited to the original purchase value of the product.

11. CUSTOM PRODUCT DISCLAIMER

All products manufactured by The Door District are custom-made.

Variations in dimensions, wood grain, texture, tone, color, and finish are inherent to the custom manufacturing process and shall not be considered defects.

Renderings, samples, finish approvals, and mock-ups are intended as general references only and may vary from the final manufactured product.

12. NON-TRANSFERABILITY

This warranty is non-transferable and applies exclusively to the original purchaser.

13. ENTIRE AGREEMENT

This document constitutes the entire warranty agreement between the parties.

No verbal representations, promises, or agreements shall modify or extend the terms of this warranty unless confirmed in writing by The Door District.

CLIENT ACKNOWLEDGMENT

I acknowledge that I have read, understood, and accepted the terms and conditions contained in this warranty policy.

Name: _____

Signature: _____

Date: _____

IMPACT DOOR – CARE & MAINTENANCE GUIDELINES

Proper care and maintenance are essential to preserve the appearance, functionality, and lifespan of your impact-rated mahogany door system.

1. ROUTINE CLEANING

- Clean the door regularly using a soft cloth with mild soap and water
- Avoid abrasive products, harsh chemicals, or pressure washing
- Dry the surface thoroughly after cleaning

2. FINISH MAINTENANCE (Every 12 months, or as needed depending on environmental exposure and wear)

- Inspect the finish periodically for fading, dryness, or wear
- Reapply protective coatings, stain, paint, or clear finish as needed
- Doors exposed to direct sunlight or exterior conditions may require more frequent maintenance

3. WEATHER & ENVIRONMENTAL EXPOSURE

- Although impact-rated, a covered entryway or overhang is strongly recommended
- Excessive exposure to sun, rain, standing water, humidity, or harsh environmental conditions may affect the finish and wood stability over time
- Impact-rated doors are water-resistant but **not waterproof**

4. HARDWARE MAINTENANCE

- Clean hardware components using a soft cloth
- Lubricate moving parts periodically to ensure proper operation
- Avoid products that may damage hardware finishes

5. PERIODIC INSPECTION

- Periodically inspect alignment, seals, weatherstripping, and surrounding waterproofing conditions

- Promptly address any signs of water infiltration or structural deficiencies around the opening
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IMPORTANT NOTES

- Natural variations in wood grain, color, and texture are normal and are not considered defects
- Minor expansion and contraction due to climate conditions are expected in natural wood products
- Failure to properly maintain the product and finish may affect warranty coverage

SITE CONDITIONS

The customer is responsible for ensuring that the jobsite is ready and accessible for delivery and installation.

If site conditions are not suitable for installation at the scheduled time, any additional costs incurred, including but not limited to crane services, equipment rentals, additional labor, return trips, storage fees, or other related expenses, shall be the sole responsibility of the customer.

The Door District reserves the right to reschedule the installation until adequate site conditions are provided.