

# THE DOOR DISTRICT



## INTERIOR DOORS WARRANTY

### Limited 2-year warranty

#### **The Door District® Product Warranty:**

At The Door District®, we proudly stand behind the quality of our product lines, including SKY® and LUXOR® interior doors. We are committed to delivering interior doors crafted with state-of-the-art technology, using carefully selected raw materials and an exceptional production process. We are pleased to offer the following product warranty:

#### **Warranty Coverage:**

We warrant that our interior doors are free from manufacturing defects in both material and workmanship. This warranty is valid for a period of two (2) years from the date of the invoice. Please note that this warranty is only valid for the products of The Door District, any third party product will not be covered by this warranty.

This warranty reflects our confidence in the quality of our products and our commitment to customer satisfaction. If you encounter any issues related to manufacturing defects within the specified warranty period, please do not hesitate to reach out to our customer support team.

#### **Product Recommendations:**

- Our doors are designed exclusively for interior use.
- Store doors in locations shielded from direct sunlight, humidity, and extreme weather conditions.
- Install your door promptly after unpacking.
- Avoid installing doors on unfinished projects.
- Use a minimum of three (3) hinges for each door.

- Pre-finish and finish both sides of the door, including all four edges, before installation.
- Install the lock after the door has been correctly installed.

### **Limited 2-Year Warranty:**

- Our doors feature two lateral wood reinforcements for versatile lock placements, suitable for various lock types.
- For proper storage, doors should be kept vertically and positioned 15 cm from the floor.
- We highly recommend professional installation for the best results.
- These doors are intended for indoor use only. Avoid direct exposure to water or other liquids, as any trace of humidity can void the warranty.
- The warranty for our doors is valid for two (2) years from the invoice date and covers distortions in the wood or skin due to inadequate gluing.
- The warranty is activated only if maintenance recommendations are followed, and the cause of damage is determined by a technical expert designated by THE DOOR DISTRICT®.
- This warranty exclusively covers the doors and does not extend to other elements such as hinges, locks, railings, or glass inserts.
- Each door features a traceable seal that must be provided when reporting any damage covered by the warranty.
- THE DOOR DISTRICT® is committed to addressing inquiries from end-users through formal requests, which will be evaluated by the distributor's customer service within a 30-day calendar period from the complaint's issuance.
- If a product is deemed defective, THE DOOR DISTRICT® will provide a replacement door, repair the door, or refund the original purchase price.
- Please note that THE DOOR DISTRICT® will not be liable for special, incidental, or consequential damages.

### **For all intents and purposes, THE DOOR DISTRICT® is not responsible for:**

- Products that have been mishandled or mistreated by users.
- Doors whose basic structure has been modified or altered from their original dimensions.
- Damages caused by extreme weather conditions in the installation area, deterioration through use, or natural variations in color or wood texture, such as wood grains or knots.
- Curvature or distortion in the door's surface exceeding 1/4" (6mm), considered a defect.

- This warranty is valid until the door is painted or manipulated by a third party.
- The alignment of the door frame to which the door is hung.
- Damage to the product caused by improper assembly or installation.
- Compromises in structural integrity due to improper assembly of door components such as jambs, hinges, locks, casings, or an inappropriate door size.
- Any product that exceeds forty-two inches (42") in width and/or eight feet (8) in height.
- Third party products, such as handles, hinges, pulls, The Door District is only responsible for the door itself.

Thank you for choosing THE DOOR DISTRICT® products.