



TERMS AND CONDITIONS

Sales Terms & Conditions

- This quotation shall remain valid for a period of fifteen (15) days from its date of issuance.
- All measurements are subject to review and must be approved by the customer prior to the commencement of production.
- Payment terms shall be governed by those specified in the customer's Sales Order. The order shall not enter production until the applicable payment terms have been satisfied.
- Lead time varies by product category: Interior Doors, six (6) to eight (8) weeks; Exterior Doors, eight (8) to ten (10) weeks; Paneling, Impact Doors, and Glass products, ten (10) to twelve (12) weeks. This lead time begins once the deposit has been received and the shop drawings have been approved and signed by the customer; the order formally enters production on the date of such approval.
- Once the doors are completed and ready for shipment, transit to our Miami facility typically takes ten (10) to twelve (12) days. Customs authorities may conduct inspections that fall outside of our control; The Door District shall not be held responsible for any resulting delay to the shipment.
- Hardware suppliers are independent, third-party companies, and delays in their respective lead times may occur. The Door District cannot guarantee a given lead time in the event a supplier fails to deliver within its estimated time frame.
- Any order that includes a glazing product may increase the overall lead time by an additional three (3) to four (4) weeks.
- Installation and finishing services are not included unless expressly specified as an additional item on the Sales Order.
- Delivery is not included unless expressly specified as an additional item on the Sales Order. All delivery service provided is curbside; handling of the merchandise beyond curbside drop-off is not included, but may be requested and purchased separately.
- Impact-rated doors are sold together with installation service, with no exceptions.
- Paneling: all prices quoted at the outset are referential. Should the panel size increase at the time of final measurement, the invoice will be adjusted accordingly. Paneling shall proceed to production only once the shop drawings have been reviewed, approved, and signed by the customer; the product delivered will correspond exactly to what has been approved.

Warehouse, Storage & Receiving

- Upon arrival of the order at our warehouse, an arrival notice will be issued to the customer, who must then proceed with payment in accordance with the terms of the contract.
- Orders paid in accordance with the applicable contract terms are granted three (3) months of complimentary storage.
- Should payment not be received in a timely manner, storage charges shall begin to accrue thirty (30) days following the order's arrival.
- Storage fees are structured as follows: orders valued under \$20,000 are subject to a flat fee of \$500 per month; orders valued at \$20,000 or more are subject to a fee of \$1,000 per month, for each month the order remains in storage.
- Should the merchandise remain unclaimed for a period of six (6) months, The Door District reserves the right to dispose of it.
- The customer, or an authorized receiving representative, must inspect the order prior to signing the packing list. Once receiving has been signed off, The Door District assumes no further responsibility over the goods.

Jobsite & Site Conditions

- The customer is responsible for ensuring that the jobsite is ready and accessible for delivery and installation at the scheduled time. Should site conditions not be suitable, The Door District reserves the right to reschedule the installation, and any additional costs incurred as a result — including, without limitation, crane services, equipment rentals, additional labor, return trips, or storage fees — shall be the sole responsibility of the customer.
- The Door District shall not be held responsible for any modification, alteration, or change made to the jobsite or to the opening after final measurements have been taken or shop drawings have been approved, where such change has not been communicated to and confirmed in writing by The Door District. Any resulting fit, installation, or performance issue, together with any associated rework or additional cost, shall be the sole responsibility of the customer.
- Coordination with other trades — including, without limitation, electrical, drywall, painting, and flooring — is the sole responsibility of the customer or general contractor. The Door District shall not be held responsible for delays resulting from the jobsite not being ready due to the work of other trades.
- The Door District shall not be held responsible for any damage to completed work caused by other trades or contractors operating on site following installation.
- Any structural or dimensional change to the opening identified after final measurement must be reported to The Door District in writing prior to the commencement of production. Failure to report such a change may result in the product not fitting as intended, and any resulting remediation shall be billed separately to the customer.

Cancellation Policy

- To cancel an order, the customer must submit a formal written request via email to support@thedoordistrict.com, including the corresponding order number. Cancellation requests will not be processed through any other channel or by verbal request.
- Should the order be cancelled prior to final measurement, one hundred percent (100%) of the deposit shall be refunded. Where payment was made by credit card, the corresponding processing fee is non-refundable.
- Should the order be cancelled following final measurement but prior to the commencement of production, a charge of \$250 shall apply for each site visit conducted by the Project Manager, and a charge of \$500 shall apply for any shop drawings already prepared. The remaining deposit balance shall be refunded to the customer.
- Should the order be cancelled after production has commenced, no monetary refund shall be issued.
- Any damage must be reported within seventy-two (72) hours of delivery, pick-up, or installation, as applicable. Beyond this period, no refund shall be issued for hardware or doors already installed, and all custom-made products shall be deemed non-refundable.
- Any claim regarding the order must be submitted in writing to support@thedoordistrict.com. The Door District reserves the right to request photographs and/or other supporting evidence substantiating the damage being claimed.
- Where a refund is applicable, The Door District may require up to twenty (20) business days to process the corresponding transaction.

General Terms

- The final, signed Sales Order constitutes the official document supporting the entire transaction. Should any discrepancy be found between the quotation and the Sales Order, the signed Sales Order shall govern.
- No verbal communication shall be considered part of this agreement.
- Any changes to the order shall be incorporated as an update to the existing Sales Order and must be formally approved by the customer. All related communication must be conducted entirely in writing.
- This offer is time-sensitive due to fluctuating market conditions and shall remain valid for fifteen (15) consecutive days from the date the quotation is generated.
- The Door District's complete warranty terms are available for reference at thedoordistrict.com.

Disclaimers

Delivery & Handling

Delivery provided by The Door District is curb-side only. Handling of the merchandise beyond curb-side drop-off is not included, but may be requested and purchased separately in advance.

Custom Color / Veneer

Custom colors and natural wood veneer finishes are living materials whose tone and color will change over time and may appear to vary depending on the surface, lighting conditions, and sun exposure. This variation is an inherent characteristic of custom color and natural wood finishes and does not constitute a manufacturing defect, regardless of its extent. Samples, renderings, and finish approvals represent the color at the time of manufacturing only and do not guarantee the product's future appearance. The Company does not guarantee color uniformity between different doors, between panels of the same door, or between the installed product and any reference sample or image. Minor touch-ups may be required due to the natural composition of wood and must be performed on-site by the customer.

Impact Doors

Impact-rated door systems are sold together with installation service, with no exceptions.

Orders Without Installation Service

For orders that do not include installation service, The Door District's responsibility is limited strictly to the manufacturing of the product; no on-site assistance of any kind is provided. The product will be manufactured in accordance with the specifications confirmed in the shop drawings and approved by the customer. Should the customer wish to report any issue with the order, such report must be submitted within seventy-two (72) hours of receipt, in writing, to support@thedoordistrict.com.

Hardware

Hardware components are governed exclusively by the warranty policy of their respective manufacturer or supplier, and not by The Door District's warranty.

Water Infiltration

Impact-rated door systems are water-resistant under approved installation conditions, but they are not waterproof. Warranty coverage does not apply to water infiltration where: (1) jobsite drainage conditions are inadequate; (2) the surrounding waterproofing system was not installed by The Door District; (3) standing water or hydrostatic pressure is present at the opening; or (4) periodic maintenance of the perimeter seal has not been performed. An infiltration claim shall be considered valid only if an inspection by the Company confirms that the cause is a manufacturing defect in the seal or frame supplied by The Door District.

MDF Products

MDF products used by The Door District comply with the standards established by the California Air Resources Board (CARB) Phase II / EPA TSCA Title VI. This standard governs the material's chemical emissions only and does not constitute or imply certification of resistance to moisture, water, or exterior conditions. Compliance with CARB Phase II does not exempt MDF products from the usage limitations described in this document.



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.

For purposes of this warranty, the following definitions apply:

- **Installation Defect:** a condition such as the door failing to open or close properly, misalignment, or issues arising from job site conditions that do not comply with applicable building code requirements.
- **Manufacturing Defect:** a condition related to the design and construction of the door itself, as manufactured by The Door District.

2. WARRANTY PERIOD

This limited warranty shall remain in effect for:

Twelve (12) months, beginning thirty (30) days after the product arrives at The Door District warehouse.

The Company will notify the customer by email when the product arrives at the warehouse. This notification date shall serve as the official reference point for calculating the start of the warranty period, regardless of when installation is ultimately completed.

The Company reserves the right to request proof of purchase and proof of the product's warehouse arrival 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

For purposes of this warranty, "approved operating conditions" refers to the design pressures, wind load ratings, and performance parameters certified under the applicable Florida Building Code Notice of Acceptance (NOA) for the specific product.

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

4. WARRANTY CONDITIONS

4.1 General 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

4.2 Water Resistance Notice

Impact-rated doors are designed to resist exterior environmental exposure under approved installation conditions; however, they are water-resistant and are not waterproof. Warranty coverage does not apply to water infiltration where: (1) jobsite drainage conditions are inadequate; (2) the surrounding waterproofing system was not installed by The Door District; (3) standing water or hydrostatic pressure is present at the opening; or (4) periodic maintenance of the perimeter seal has not been performed. An infiltration claim shall be considered valid only if an inspection by the Company confirms that the cause is a manufacturing defect in the seal or frame supplied by The Door District. Please refer to the Care & Maintenance Guidelines included in this document for additional information regarding water resistance.

4.3 Installation Warranty

Impact-rated door systems are not sold without installation service; installation is performed directly by The Door District as a mandatory component of every impact door sale. Any post-installation modification, removal, reinstallation, adjustment, or manipulation performed by third parties automatically voids the installation warranty.

4.4 Product Warranty Scope

The product warranty remains valid only for manufacturing defects, provided the issue is not related to the conditions described in Section 6 (Exclusions) of this policy.

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 forty-eight (48) 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.

5.1 Acceptance Process

Upon completion of installation, the customer will receive an acceptance document via DocuSign within forty-eight (48) hours. The customer must review and sign this document to confirm acceptance of the completed work. If the document is sent and not signed within forty-eight (48) hours, the installation shall be deemed automatically accepted, with no option for further dispute regarding the conditions addressed in that document.

For purposes of this warranty, the "customer" or "end client" refers to the final owner of the property where the product is installed, regardless of whether the purchase order was placed by a general contractor or other intermediary on the owner's behalf.

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
- 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.

6.1 Glass Components

Glass components integrated into impact-rated door systems are covered under the applicable glass manufacturer's warranty. The Door District will assist the customer in facilitating such claims but does not independently warrant glass performance beyond the terms provided by the glass manufacturer.

6.2 Field-Applied Finishes

Field-applied finishes or paint on impact-rated doors are subject to the same conditions and limitations described for finishes in the Interior Doors Warranty section of this document.

Since impact-rated door systems are never sold without installation service performed directly by The Door District, all 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.

The Door District is committed to addressing warranty claims submitted through formal written requests. Claims will be evaluated by the Company's customer service team within a thirty (30) calendar day period from the date the claim is submitted.

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, the following monthly storage fees will apply until the merchandise is released, delivered, or installed:

- Orders with a total value between \$0 and \$20,000: \$500 per month
- Orders with a total value greater than \$20,000: \$1,000 per month

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

8.1 Abandoned Merchandise

If the customer fails to claim the merchandise or resolve the outstanding account balance, the Company will retain the deposit as compensation for storage and administrative costs. If the merchandise remains unclaimed and unpaid for six (6) months from the date of arrival at the warehouse, The Door District reserves the right to dispose of the merchandise without further notice or obligation to the customer.

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 Company will complete the selected remedy within ninety (90) days of the warranty determination, subject to product availability and any circumstances beyond the Company's reasonable control.

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 (material only).

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 AND FINAL CLIENT

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

This warranty applies exclusively to the final end client — the ultimate owner of the property where the product is installed — and is valid only once the account balance has been paid in full (100%).

Warranty coverage does not extend on behalf of intermediaries, general contractors, or resellers acting on the final owner's behalf, except as the final owner's designated representative for claim submission purposes.

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.

Replacement Availability: If the original model covered under warranty has been discontinued or is no longer available at the time the warranty claim is processed, The Door District reserves the right to replace it with a comparable model from its current product line, subject to availability at the time of replacement.

14. GOVERNING LAW AND JURISDICTION

This warranty policy shall be governed by and construed in accordance with the laws of the State of Florida. Any disputes arising from or related to this warranty shall be resolved in the state or federal courts located in Miami-Dade County, Florida.

15. FORCE MAJEURE

The Door District shall not be liable for any failure or delay in performance under this warranty resulting from causes beyond its reasonable control, including but not limited to hurricanes, named storms, natural disasters, acts of God, labor disputes, supply chain disruptions, or governmental restrictions. Damage to merchandise while in transit, in storage, or delivered but not yet installed, caused by such events, is excluded from warranty coverage.

16. SEVERABILITY

If any provision of this warranty policy is held to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

17. POLICY UPDATES

The Door District reserves the right to update or modify this warranty policy at any time. The version of this policy in effect on the date of the customer's invoice shall govern that transaction.

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, not waterproof. This applies throughout this warranty policy wherever water exposure or infiltration is discussed.

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

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.

PANELING LIMITED WARRANTY

1. WARRANTY COVERAGE

The Door District ("Company") warrants that its paneling products 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 in this warranty policy, including the general provisions applicable throughout this document (Sections 13 through 17 of the Impact Door Warranty Policy).

2. WARRANTY PERIOD

This warranty shall remain in effect for:

Twelve (12) months, beginning thirty (30) days after the product arrives at The Door District warehouse.

The Company will notify the customer by email when the product arrives at the warehouse. This notification date shall serve as the official reference point for calculating the start of the warranty period, regardless of when installation is ultimately completed.

3. PRODUCTION CONDITIONS

All prices quoted for paneling at the outset are referential. Should the panel size increase at the time of final measurement, the invoice will be adjusted accordingly.

Paneling shall proceed to production only once the shop drawings have been reviewed, approved, and signed by the customer; the product delivered will correspond exactly to what has been approved.

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.

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 forty-eight (48) 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.

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, a monthly storage fee will apply until the merchandise is released, delivered, or installed: \$500 per month for orders with a total value between \$0 and \$20,000, and \$1,000 per month for orders with a total value greater than \$20,000. Products will not be released for delivery or installation until the account balance has been paid in full. If the merchandise remains unclaimed and unpaid for six (6) months from the date of arrival at the warehouse, The Door District reserves the right to dispose of the merchandise without further notice or obligation to the customer.

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 the traceable seal located on the product
- 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. The Door District is committed to addressing warranty claims submitted through formal written requests. Claims will be evaluated by the Company's customer service team within a thirty (30) calendar day period from the date the claim is submitted. All warranty determinations shall be made solely at the discretion of The Door District following inspection and evaluation.

The Company will complete the selected remedy (replacement, repair, or refund) within ninety (90) days of the warranty determination, subject to product availability and any circumstances beyond the Company's reasonable control.

This warranty applies exclusively to the final end client — the ultimate owner of the property where the product is installed — and is valid only once the account balance has been paid in full (100%).

Replacement Availability: If the original model covered under warranty has been discontinued or is no longer available at the time the warranty claim is processed, The Door District reserves the right to replace it with a comparable model from its current product line, subject to availability at the time of replacement.

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.
- Interior doors shall not be installed until the building has been enclosed, HVAC systems are operational when applicable, and excessive construction moisture has dissipated.
- 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.
- Factory-primed products must receive final finish coats within a reasonable period following installation. Failure to properly finish and maintain the product may void this warranty.

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.
- 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.
- Third-party products, such as handles, hinges, and pulls — The Door District is only responsible for the door itself.

Thank you for choosing THE DOOR DISTRICT® products

HOLLOW METAL FRAMES & HOLLOW METAL DOORS LIMITED WARRANTY

1. WARRANTY COVERAGE

The Door District ("Company") warrants that its hollow metal frames and hollow metal doors, manufactured and/or supplied by the Company, are free from defects in materials and workmanship under normal use and service conditions, subject to the terms, conditions, limitations, and exclusions set forth herein.

This warranty applies only to:

- Hollow metal doors
- Hollow metal frames
- Factory-welded frames
- Knock-down frames

- Factory-welded assemblies
- Factory-applied primer or finish (if applicable)

2. WARRANTY PERIOD

This warranty shall remain in effect for:

One (1) year from the date of installation.

3. SCOPE OF COVERAGE

Under normal use and service conditions, this warranty covers:

- Manufacturing defects
- Weld failures
- Structural defects
- Delamination of steel components
- Excessive warping exceeding SDI tolerances
- Defective factory welds
- Failure of factory-applied primer or coating caused by a manufacturing defect

4. WARRANTY CONDITIONS

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

- Products are installed plumb, level, and square
- Anchors are installed in accordance with SDI standards
- Frames are properly grouted where required
- Products are stored in dry conditions
- Factory-applied primer is top-coated after installation
- Installation complies with SDI, ANSI, and all applicable building codes

5. EXCLUSIONS

This warranty does not cover:

- Rust caused by improper storage
- Surface oxidation occurring after delivery
- Damage from welding, grinding, or field modifications
- Improper anchorage
- Improper grouting
- Abuse or vandalism
- Forklift or jobsite damage
- Paint failure caused by improper surface preparation
- Corrosion due to chemical exposure
- Coastal corrosion where a marine-grade coating was not applied
- Building settlement
- Water infiltration
- Hardware failures
- Fire labels removed after shipment
- Unauthorized field cutting or welding

6. STORAGE REQUIREMENTS

Products must be:

- Stored indoors
- Elevated off the floor
- Covered but ventilated
- Protected from standing water
- Kept free from condensation

Failure to properly store the product in accordance with the above conditions shall void this warranty.

7. 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 shall not be installed. Installation of a product with visible damage shall constitute acceptance of its condition and automatically waive any claim related to that condition.

8. HARDWARE

Hardware supplied by third parties — including, without limitation, hinges, locksets, closers, panic hardware, exit devices, electrified hardware, automatic operators, gasketing, thresholds, and weatherstripping — shall be covered solely by the warranty of its respective manufacturer, and not by this warranty.

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:

- Removal or reinstallation
- Painting
- Freight
- Temporary security
- Consequential, indirect, incidental, or special damages
- Loss of use
- Delay damages or liquidated damages
- Costs associated with third-party contractors

Liability shall never exceed the original purchase price of the product (material only).

11. NON-TRANSFERABILITY

This warranty applies solely to the original purchaser.