



## LIMITED WARRANTY

Hines Quality Custom Millwork warrants, subject to the conditions and restriction contained in the Hines Quality Custom Millwork finishing and installation guidelines that each product manufactured and sold by Hines Quality Custom Millwork shall: Comply with the Hines Quality Custom Millwork product standards; and be free from defects in materials and workmanship from the time of manufacture for a period of one (1) year.

Should a product manufactured by Hines Quality Custom Millwork fail to conform to this written warranty, Hines Quality Custom Millwork will, at its option, either repair, replace, or refund the original purchase price of the product. In the case of a door warp claim, Hines Quality Custom Millwork reserves the right to defer any action, at its option, for a period not to exceed twelve months after the installation to permit the door in question to acclimate to temperature and humidity conditions. Hines Quality Custom Millwork will not be held liable for any door repaired or replaced without our prior written consent. Purchaser must inspect each door immediately upon receipt. If a defect is discovered, a written notice must be given to Hines Quality Custom Millwork within 30 days and before the door is hung or altered in any manner. Except for the glass in the Hines doors, sidelights, and transoms, Hines Quality Custom Millwork shall not pay for the cost of labor, installation, or finishing of the replacement of the product. Within the first year, Hines will supply all the labor and materials necessary to remove a piece of glass, excluding any cost for refinishing stops.

Hines Quality Custom Millwork does not warranty products sold, produced by other manufacturers. Hines Quality Custom Millwork will forward any written claims associated with defective products to the particular manufacturer, who will contact the customer directly. Hines Quality Custom Millwork will not perform or pay for site work such as removing or reinstalling doors from frames necessary to implement repairs on a product.

The following shall not be considered a defect in material or workmanship and are not covered in this limited warranty:

- Warp for any door wider than 42" and/or taller than 96";
- For doors 1 3/4" thick, warp not to exceed 1/4" in the plane of the door. 1 3/4" thick doors over 36" in width and 84" in height are specifically excluded from this warranty;
- For doors 2 1/4" thick and not over 84" in height, warp not to exceed 1/4" in the plane of the door. 2 1/4" thick doors over 84" and not taller than 96" will not be warranted against warp unless a multipoint locking system is incorporated;
- ...Damage caused by failure to comply with Hines Quality Custom Millwork Finishing Instructions, Care & Handling Instructions, or failure to perform normal homeowner's maintenance;
- Warp caused by improper installation;
- Variation or unsatisfactory results in gloss level, texture, or appearance resulting from the application of paint or any other finishing material;
- Natural variations in color, grain, or texture of the wood,
- Damage caused by failure to comply with Hines Quality Custom Millwork Finishing and Failure to perform normal homeowner's maintenance;
- Surface checks that are less than 1/32" in width and/or 2" in length;
- Panel movement (shrinkage) of 1/8" or less;
- Damage caused by extreme temperatures either heading in the interior or where a storm door is utilized;
- Warp or twist in doors manufactured with two or more species;
- Warp or twist in doors in pocket door applications.