



## PACIFIC PINE PRODUCTS LIMITED WARRANTY

Including High Sierra Custom Door, a division of Pacific Pine Products, Inc

Pacific Pine Products, Inc. (hereafter referred to as the "Manufacturer") offers the following limited warranty for wood doors manufactured at our Lakeview, Oregon manufacturing facility.

### EXTERIOR WOOD DOORS

Wood doors used in an exterior application will be warrantied for 1 year after delivery from material and/or manufacturing defects which render the door unacceptable as determined by the Manufacturer. This Warranty applies to exterior doors which have been properly installed, finished on all 6 sides, and have adequate protection from the elements as determined by the Manufacturer.

### INTERIOR WOOD DOORS

Wood doors used in an interior application will be warrantied for 5 years after delivery from material and/or manufacturing defects which render the door unacceptable as determined by the Manufacturer. This Warranty applies to interior doors which have been properly installed, finished on all 6 sides, and have adequate protection from the elements as determined by the Manufacturer.

### WARRANTY EXCLUSIONS

The above Limited Warranty applies only to material and/or manufacturing defects. The following are not covered under this warranty:

- Shipping and handling defects when done by parties other than Manufacturer
- Warp or bow in any door 3080 or smaller that is less than ¼" in the plane of the door
- Warp or bow in doors larger than 3080 in size, or for vertical or horizontal plank doors of any size
- Size, color, shape, or location of knots on Knotty Alder Doors, or rustic grades of other species
- Doors which have not been properly sealed on all 6 sides
- Doors which, prior to staining and finishing, did not receive touch up sanding and detailing to remove small blemishes, sanding scratches, and handling marks
- Doors painted dark brown or black, or not finished in a timely manner (30 days) after receiving the doors
- Finish failure
- Color fading
- Stile and rail separation due to panel expansion when exposed to high moisture environments
- Natural variations in the color or texture of the wood
- Wood Doors exposed to the elements without adequate protection
- Panel misalignment or panel shrinkage which causes a stain line to show (See Addendum)
- Improper functioning of the door due to pre-hang issues, if pre-hang is provided by parties other than Manufacturer; hardware issues from hardware not supplied or installed by Manufacturer; or improper installation of the door as determine by Manufacturer
- Defects caused by added features to the door not applied by Manufacturer, including but not limited to, grills, clavos, metal inlays, mantels, etc.

### LIABILITY LIMITATIONS

All warranties will be at the discretion of the Manufacturer and are expressly limited to the replacement of the door in its original form, repair of the door, or a refund, in full, of the original sell price. Refinishing costs, shipping costs, and/or labor associated with the replacement of a defective door will not be covered.

### ADDENDUM

#### *Panel Expansion and Shrinkage:*

Panels in our stile and rail wood doors are intentionally designed to be "floating". This is a necessary design to allow for expansion/shrinkage of the panel inherent in wood as it changes temperature and moisture content. Shrinkage may occur after the door is stained exposing unstained material that was previously hidden in the sticking. Manufacturer does not provide warranty on panels that shrink unless the shrinkage creates a visible gap that allows light to show through. Panels that become loose, but do not show a visible see-through gap, are not covered under warranty.

#### *Adequate protection from the elements:*

Adequate protection is ultimately determined by the manufacturer, but follows two primary principles. No exposure to direct sunlight, especially in summer heat. No exposure to moisture from rain or snow.