

## **WARRANTY**

CUSTOMDOORDIRECT.COM ("FRENCH DOOR DIRECT LLC.") warrants, subject to the conditions and restrictions contained below, that each door manufactured and sold by FRENCH DOOR DIRECT LLC. shall be free from defects in materials and workmanship from the time of manufacture until the time specified below:

FRENCH DOOR DIRECT LLC. offers a limited warranty for one (1) year on all wood doors, iron doors, sidelights, transoms, and entryways from the date of shipment.

Should LONG'S MILLWORK INC fails to conform to this written warranty, FRENCH DOOR DIRECT LLC. will, at its option either repair the door, replace the door or refund the original cost of the door to the buyer making the warranty claim. EXCEPT AS OTHERWISE EXPRESSLY PROVIDED HEREIN, FRENCH DOOR DIRECT LLC. SHALL NOT PAY FOR THE COST OF LABOR, INSTALLATION, FINISHING OF THE REPLACEMENT OF ORIGINAL DOOR OR FOR ANY OTHER COST RELATING TO THE REPLACEMENT OF THE DOOR, ALL OF WHICH SHALL BE THE SOLE RESPONSIBILITY OF THE PERSON MAKING THE WARRANTY CLAIM.

UPON DELIVERY AND BEFORE HANDLING FRENCH DOOR DIRECT LLC. DOORS

If a defect is obtained at the time of delivery, the customer must note of all damage on courier deliver form/ticket and must contact FRENCH DOOR DIRECT LLC. with in 48 hours so we can uphold our commitment to excellence.

Check all doors for warping, cracking, broken glass, cracked moulding, stiles and rail that may be defective or freight damaged.

DO NOT CUT, HANG OR FINISH A PRODUCT WITHOUT CHECKING ITEMS 1 AND 2 MENTIONED ABOVE.

### **DEFINITION OF A DEFECT ON UNFINISHED WOOD DOORS**

Any part of a door that is chipped off over 1/8" in diameter during inspection at the delivery.

Any stile or rail that is split over 1".

Any joined parts that exceeds over 1/8" gap.

Any portion of the door that is warped over 5/16" for 8-0 size door and 1/4 for 6-8 size door.

Any crack in the door that shows sunlight through.

**ALL WARRANTY ISSUES MUST BE FAXED IN WRITING TO FRENCH DOOR DIRECT LLC.**

Under Warranty-

**Customers are required to notify FRENCH DOOR DIRECT LLC. within 48 hours in the case that any of our doors are damaged in transit. If such a situation should arise, we at FRENCH DOOR DIRECT LLC. will try our best to repair the door, replace the door or refund the cost of the door (Shipment fees are non-refundable). Claims will not include any costs for installing doors (ex: taking down defective door), finishing or hanging of new or temporary door or any other expense.**

If a balance is due, we will send you a refund check depending on how your original order was placed

**Additional Company Policies**

**CONDITIONS NOT UNDER WARRANTY**

1. Doors that were under cut without a bottom seal such as door sweep.
2. Doors that have been installed in direct sunlight.
3. Doors that do not have a proper over hang such as an awning or a roof to protect the door properly. The overhang must be at least 1/3 of the height of the door.
4. Doors that are not finished with exterior oil based material.
5. Doors that were trimmed more than 3" on top and 1" from each side.
6. Doors with pre-finish such as paint, shellac, stain or any soft of sealant.

**IN CASE OF A DEFECT IN FRENCH DOOR DIRECT LLC.COM**

1. It is our option to repair the door.
2. Replace the door.
3. Refund the buyer the original cost of the door.

**FINISHING AND INSTALLATION OF FRENCH DOOR DIRECT LLC. DOORS (The following conditions do not apply to doors unit that are finished by L.M.I)**

1. All doors must be fully sealed on all six sides with oil-based paint or oil based sealer within 4-6 days of installation.
2. FRENCH DOOR DIRECT LLC. doors require a minimum of 2 coats of Marine Varnish or Urethane.
3. To prevent warping or cracking do not expose stained doors to direct sunlight or facing

in a southwestern direction without protection.

4. FRENCH DOOR DIRECT LLC. will not honor the warranty if the door is finished with a water based sealer, such as lacquer, shellac and white wash and this also includes water based paint.

5. All doors must have sufficient safeguard, against direct abuse of the elements such as rain, direct sunlight, wind and nonstandard changes of temperature such as extreme heat.

6. All wood doors are not to be subjected to black paint.

7. All doors must be properly installed and squared.

### **Additional Policies**

All Pre-Hung Orders-Are Final (Non-refundable/Non-changeable)

All custom size orders are final.

### **DISPUTE**

THE UNDERSIGNED CONSENTS TO THE PERSONAL JURISDICTION OF THE STATE AND FEDERAL COURTS LOCATED IN THE STATE OF FLORIDA IN CONNECTION WITH ANY CONTROVERSY INVOLVING OR RELATED TO THIS WARRANTY, WAIVES ANY ARGUMENT THAT VENUE IN SUCH FORUMS IS NOT CONVENIENT TO LONG'S MILLWORK INC, AND AGREES THAT ANY LITIGATION IN CONNECTION WITH THIS GUARANTY SHALL BE VENUED IN THE STATE OR FEDERAL COURTS SITTING IN HILLSBOROUGH COUNTY, FLORIDA. THE UNDERSIGNED KNOWINGLY, VOLUNTARILY AND INTENTIONALLY WAIVES THIS RIGHT TO TRIAL BY JURY IN ANY JUDICIAL PROCEEDING INVOLVING, DIRECTLY OR INDIRECTLY, ANY MATTER (WHETHER SOUNDING IN TORT, CONTRACT OR OTHERWISE) IN ANY WAY ARISING OUT OF, RELATED TO, OR CONNECTED WITH THIS WARRANTY.