

# Wilson Plywood & Door

## Interior Door Warranty

All doors sold by Wilson Plywood & Door, Inc. are guaranteed for one year from the date of shipment to be of good workmanship and free of defects that would render them unserviceable for the purpose intended. Wilson Plywood & Door will at its option repair or replace any defective door in the same condition as it was originally supplied. **Cost incurred by the builder for rehanging or repainting the door is not reimbursed by Wilson Plywood & Door.**

## Exterior Entry Door Warranty

Front entry doors sold by Wilson Plywood & Door in our energy-efficient package (weather stripping and threshold) are guaranteed for a period of one year. Doors, jambs or weather stripping packages that have been altered from the original factory specifications will have the warranty voided. Warranty will be started from closing date of the home within 60 days of door installation. **Cost incurred by the builder for rehanging or repainting the door is not reimbursed by Wilson Plywood & Door.**

## Warranty Requirements and Exclusions

1. Inspect the door upon delivery. Any defects must be reported ASAP prior to painting or staining. Once a door has been stained or painted it is considered to be free of any defects or damage. Natural variations in the color or texture of the wood are not to be considered defects. Floating panels are used in the manufacture of panel doors to prolong their life. Inspect all panels before finishing and straighten as required. This warranty shall be voided if the door has not been stored and maintained in a good workable manner. If the door is installed unfinished, **the warranty is void unless the door is sealed on all 6 sides within 72 hours of installation.**
2. Check glass for scratches, cracks or breakage. Wilson Plywood cannot be responsible for damage to glass that is not reported within 24 hours of delivery.
3. Doors must be installed properly into the opening. Units installed out of square will give the appearance of warpage. Warpage shall not be considered a defect unless it exceeds ¼ inch in the plane of a flush doors measuring up to 3/0 x 7/0 or the plane of a stile and rail door measuring up to 3/0 x 8/0. Doors larger than 3/0 x 8/0 are not warranted against warpage. To reduce the chance of warping, Wilson Plywood & Door recommends a thickness of 2 ¼" for doors wider than 3/0 or taller than 8/0.
4. To enhance the natural beauty of wood, all doors should be sanded with a 180 grit sandpaper to remove any scratches, milling marks or other imperfections in the door and to prepare the door for finishing.
5. Doors must be finished on all six sides. Unsealed top and bottom edges allow moisture to penetrate the door and will cause warpage and delamination.
6. "Misuse" of doors includes but not limited to on a part of a building without an adequate or appropriate finish color. Doors facing North or East require an overhang projecting a distance from the structure ½ the distance from the bottom of the door to the bottom of the overhang. Doors facing South, Southwest, or West require an overhang projecting a distance that is equal to the distance that is equal to the distance from the bottom of the door to the bottom of the overhang structure.
7. Painted doors must first be coated with an alkyd-based primer before finishing. Use of water-based primer will void the warranty. Doors should then be finished with two coats of a high quality oil-based paint. Lap paint onto glass 1/16" to protect against moisture and penetration.
8. Stained doors should first be coated with a sanding sealer to control unfavorable reactions favorable to chemicals found in some species of wood (particularly oak). An exterior grade of Spar Varnish with UV inhibitors. (Preferably Helmsman) or an equivalent Spar Varnish Marine Grade Varnish with UV inhibitors.
9. Avoid dark color finishes. Painting or staining doors a dark color may cause thermal instability such as warping and/or checking and will void the product warranty. Metal door inserts painted a dark color will cause the insert to warp and is not covered by product warranty.
10. The following flush doors are excluded from all warranties.
  - a. Flush doors with ash face veneers.
  - b. Flush doors with two different face veneers (i.e., one face oak, one face birch).
  - c. Flush doors with cutouts that impair the structural integrity of the door. This includes doors with cutouts exceeding 40% of the door, doors with cutouts closer than 5" to stile or rail edge, or cutouts exceeding one-half the height of the door.
11. All warranty claims must be presented as outlined above, within the warranty period for the specific product outlined above. Wilson will not honor warranty claims made prior to payment in full for the warranted product. Upon validation by a Wilson Plywood and Door representative of any warranty claim Wilson will at its option 1) Repair and return the product. 2) Furnish a comparable replacement. 3) Refund the purchase price of the defective product. Wilson reserves the right too field inspect in the field or at our premises any product that is alleged to be defective and must be given a 30 day time period to do so.

## *Paneling, Plywood and Moulding*

Wilson Plywood And Door provides the highest quality building materials available. When installing paneling, we recommend that some of the paneling be finished before it is installed to ensure that the desired look will be accomplished. If paneling, moulding or plywood proves to be defective, Wilson Plywood's liability is limited to the replacement of the material. We cannot be responsible for labor charges incurred for installation, removal or finishing of the product.

## *Powder Post Beetles*

Since powder post beetles can exist in any ash product, regardless of preventive measures, Wilson Plywood & Door disclaims any and all expressed and implied warranties on ash products. The purchase of ash products shall be at the total risk of the consumer.

## *Returns*

### *Paneling, Plywood, Mouldings and Stair Parts*

Wilson Plywood Door will pick up material from the garage upon request. Credit will be issued only if:

- (1) It is resalable condition when it arrives at our warehouse.
- (2) It is a stock item.
- (3) Mouldings are longer than six feet.

### *Interior Door Units*

Credit for the return of interior door units are also subject to the following requirements:

- (1) Jambs must be 4 5/8" A or B grade white pine in stock sizes from 1/0 to 3/0 for single units or 2/0 to 6/0 for twin units.
- (2) Wilson Plywood and Door reserves the right to deduct the value of any component on a pre-hung unit and issue credit for the jamb and/or the door only if it is determined that the components could not be sold.
- (3) No credit will be issued for special size units, café units or units with double action hinges installed.

### *Exterior Door Units*

Credit for the return of exterior door units are also subject to the following requirements:

- (1) Jambs must be 4 5/8" or 6 5/8" A or B grade yellow pine in the following widths:
  - (a) Singles 2/0, 2/6, 2/8, 3/0
  - (b) Twins 4/0, 5/0, 5/4, 6/0
- (2) No credit will be issued for:
  - (a) Units with fixed doors or sidelights.
  - (b) Units with transoms attached or units with special customer modifications.
  - (c) Solarium or Vista units.
  - (d) Construction doors.