



Timberline Custom Doors and Old World Millworks are divisions of C.A. Larson and Sons Inc., 5N200 Wooley Rd, Maple Park IL 60151. This warranty applies to custom doors and similar items, such as jambs, sidelites and transoms that are manufactured at our facility (referenced as OWM doors, etc." for the remainder of this document) regardless of the name displayed on paperwork, emails, online or via other communications. Quotes, sales orders and invoices typically display the name Old World Millworks in the heading. For the remainder of this document, the company will be referenced as "OWM."

Wood Door Limited Warranty

We warranty our doors, etc. to be free from defects in craftsmanship and materials for a period of one year from the date of shipment, with exceptions as noted. The terms of this limited warranty are described below, and no other warranty is expressed or implied. The terms of this warranty are subject to change without notice. This warranty supersedes all previous warranties.

OWM reserves the right to add or rescind this warranty on specific items. Any special warranty considerations will be noted on the OWM order confirmation and OWM approval drawings. Signing of the approval drawings constitutes acceptance of this warranty.

RESPONSIBILITIES OF THE BUYER/DEALER/CONTRACTOR

It is the responsibility of the Buyer/Dealer/Contractor to relay this warranty in its entirety to the end user of the OWM doors, etc. It is also the responsibility of the BUYER/DEALER/CONTRACTOR to ensure that products purchased are suitable for the specific project, including specifying correct interior or exterior application, providing all relevant details for producing the doors, and reviewing all drawings for accuracy before approving the drawings for production. As described later in this document, the BUYER/DEALER/CONTRACTOR must immediately inspect the OWM doors, etc. upon receipt, and properly store, finish and install the products to ensure warranty coverage. Failure of the BUYER/DEALER/CONTRACTOR to comply with these terms will cause this warranty to be void.

INSPECTION AND CLAIMS FOR SHIPMENT DAMAGES OR SHORTAGES

1. The party that receives the OWM doors, etc. is considered the Consignee, and any discrepancy, damage or shortage must be noted by the Consignee on the Packing Slip or the Bill of Lading upon receipt, whether shipped via customer pick up, OWM delivery or freight carrier. If there is an issue or question about the OWM doors, etc., the BUYER/DEALER/CONTRACTOR must notify OWM via email to doors@oldworldmillworks.com, within 2 business days of the products being received for claims regarding damage, and within 30 calendar days of the products being received for claims regarding order accuracy & completeness. Photos should be included with the notification. Text messages are not acceptable for such notifications. If OWM was initially notified via telephone, the BUYER/DEALER/CONTRACTOR must still submit a notification to OWM via email. For any such claim to be considered, issues must be reported prior to finishing, installing, hanging or fitting the door. If a Consignee receives and signs for an order without noting any issues, any later claim for damage or shortage may be denied and any ensuing replacement or repair expenses will not be covered by this warranty.

2. **SPECIFIC NOTES ON FREIGHT CARRIER SHIPMENTS:** An OWM **Shipping Notification** from owmshipments@oldworldmillworks.com will be emailed to the Buyer/Dealer/Contractor for any orders shipped via freight carrier. The notification will include the freight carrier name and website link, PRO/tracking number, and specifics on how the products were packaged for transit and instructions for the Consignee to follow regarding visible or concealed damage or shortages. If the Buyer/Dealer/Contractor is not the Consignee, the Buyer/Dealer/Contractor is responsible for relaying the OWM Shipping Notification and the additional instructions to the Consignee. The Consignee must inspect the product immediately upon receipt and note any damage or shortages on the Bill of Lading before signing it for the driver. The Buyer/Dealer/Contractor must notify OWM of damage or shortage via email, within 2 business days as described in previous section. If the Consignee signs the Bill of Lading and fails to note damages or shortages on the Bill of Lading, any claim to the freight carrier may be denied. Regardless of the outcome of any filed claim, freight damages or shortages are not covered by this warranty.

HANDLING AND STORAGE

1. Doors be stored at least 4" above the floor and should not be stored in direct sunlight, near air/heat ducts or sources, or near exterior doors.
2. Doors should be stored flat and not leaned on edges, either upright or sideways. When stacking doors flat, adequate blocking must be used to distribute the weight evenly and prevent sagging.
3. Doors must not be stored in exterior locations, wet basements or areas with uncured concrete, wet drywall mud, wet paint or any other environment that is not temperature and humidity controlled. Recommended conditions for interior doors are 30-50% relative humidity and 60-80° F.
4. Doors should be protected from dirt and atmospheric fluctuations. The original packaging and/or stretch wrap should be left intact until the finishing process is imminent. If the stretch wrap has been partially or fully removed, plastic sheeting tarps should be used to fully re-cover the unfinished doors.
5. Doors should be lifted by at least one person, should not be slid across one another, and should not be handled with forklifts, pallet jacks or other mechanical devices. Damages from improper handling and or jobsite conditions are not covered by this warranty.

FINISHING

1. Professional finishing is highly recommended for best results.
2. Finishing must be done prior to installation.
 - a. Prior to finishing, a final sanding is strongly encouraged with a fine grit (180 or finer) sandpaper.
 - b. Sanding should be done only in the direction of the grain.
 - c. All sanding dust should be thoroughly removed prior to finishing.
3. The doors must acclimate at the installation site for 3-5 days prior to finishing, per the recommended temperature and humidity levels noted in the Handling and Storage section above.
4. Interior or exterior doors or door units, whether primed or unprimed, must be fully finished or sealed within 2 weeks of the date the products were shipped.
5. All six sides of a door (2 faces and 4 edges, including top and bottom edges) must be completely finished and sealed with all coats of applied finish.
 - a. Primer is NOT an adequate finish for any surfaces.
 - b. Surfaces under/behind hinges, locksets, weather-stripping and bottom sweep must be finished in the same manner as the other surfaces. No surfaces should be left untreated.
6. Avoid finishing during periods of high humidity (55% or higher).
7. Doors should be finished in a horizontal position.
8. Glass panels must be fully masked to prevent scratches from sanding and to protect from finishing products. Damage to glass and/or visible seepage of finishing products behind door sticking or applied mouldings is not covered by this warranty.
9. Only high-quality finishing products should be used to finish interior or exterior wood doors. Oil-based products are recommended to prevent wood tannin staining that may occur with some species, and some species of wood may contain chemicals which can react unfavorably with certain finishes. Testing the products on sample pieces of the same wood species is recommended.

10. Follow the finish manufacturer's recommendations and application instructions for all products, including additional sanding between coats.
 - a. PAINTED DOORS: Apply 2 coats primer followed by 2 coats of oil-based, latex or acrylic exterior enamel, either gloss or semi-gloss finish is recommended
 - b. STAINED DOORS: Apply 2 coats of sealer followed by 1 or more coats of stain, then desired finish. NOTE: The final finish for stained exterior doors should be 3 coats oil-based marine spar varnish with UV inhibitor.
 - c. Exterior Fire doors require an extra coat of sealer applied, as the fire core is susceptible to moisture.
 - d. See the **Additional Warranty Exclusions on Exterior Products** section regarding dark colors on exterior doors.
 - e. The OWM warranty does not include the performance or appearance of field-applied finishes. The above instructions are intended to be used as general guidelines.
11. Stile-and-rail doors with flat or raised panels are built so all panels "float", allowing slight movement during normal changes in temperature and/or humidity. This intended movement must not be impeded by finishing products or methods. After finishing and/or installation, the "floating" panels may move slightly and reveal unfinished areas. This is due to the nature of wood and is NOT considered a defect. Minimal finish touch-up will correct the issue and is the responsibility of the Buyer. Panel failures determined to have occurred from excess finish prohibiting the intended panel float are not covered by this warranty.

INSTALLATION

1. Prior to installation, finished doors must be allowed to acclimate to the temperature and humidity conditions of the installation site for at least 72 hours.
2. Any edges that have been modified for machining or size adjustment must be fully finished prior to installation, per the Finishing section above.
3. Trimming for height must be done from the bottom only. **Maximum bottom trimming is 1"**. Trimming from the top or trimming the door width is not recommended and will void this warranty.
4. Single exterior OWM doors over 96" (8/0) tall and all sizes of double exterior doors must be installed with a multipoint locking system to prevent warpage. Double exterior doors of all sizes must also be installed with an astragal and top and bottom flush bolts on the inactive door. Lack of these accessories or modifications thereof will void this warranty.
5. Doors and jambs must be installed plumb, level and square. Doors installed improperly will not be covered by this warranty.
6. Proper installation requires appropriate shim usage and spacing. The use of expanding spray foam to fill gaps around jambs or framing may impede the function of OWM door(s) etc. The loss of function thereof is not covered by this warranty.
7. Doors sold as "slab only" that are hung by others without the correct type, size or number of hinges will not be covered by this warranty. See required size and number of hinges below, based on door size and thickness. Ball-bearing hinges are recommended for best results.
 - a. Interior doors should be hung with steel or brass hinges, and exterior doors should be hung with solid brass hinges.
 - b. Hinge sizes should be appropriate for the thickness of the door:
 - i. Interior doors: 1-3/8" doors should have 3-1/2" hinges and 1-3/4" doors should have 4" hinges, per the quantities below.
 - ii. Exterior doors: 1-3/4" doors should have 4-1/2" hinges, 2-1/4" should have 5" hinges, per the quantities below.
 - c. Hinge quantities for door heights: doors up to 89" should have 3 hinges; doors 90" up to 107" should have 4 hinges and doors 108" or more should have 5 or more hinges.

WARRANTY EXCLUSIONS

1. Warpage defects: Slight movement is not considered a defect as wood is a natural material that moves throughout a products lifecycle. Door warping can be measured by placing a straight edge on the concave side of the suspected warped door. Any gap between the surface of the door and the straight edge should be measured. A gap, or warp, of less than 1/4" is not considered to be a defect.
2. **Oversized doors: OWM will not warranty any slabs (single or double doors) that exceed the following dimensions:**
 - a. **1-3/8" thickness:** door slabs over 36" wide and/or 84" tall

- b. **1-3/4" thickness:** door slabs over 36" wide and/or 96" tall
 - c. **2-1/4" + thickness:** door slabs over 42" wide and/or 96" tall
3. OWM's standard construction method includes stile and rail and premium flush doors. Doors that are manufactured by methods other than this, such as storm and screen doors, overlay doors, split configuration doors, etc., will be warrantied for craftsmanship, but not for warpage, bowing or twisting.
 4. Natural variations in color, grain and texture of wood are not considered defects. Some grades of wood species may include variations or irregularities that fall within acceptable lumber standards. All lumber meets or exceeds National Hardwood Lumber Association (NHLA) standards prior to our in-house grading and color matching, which may not match other manufacturer's products, such as cabinetry and flooring. Checks and small splits in panels that do not allow light through are a natural characteristic of hardwood products and will not be considered a defect. When rustic grades are specified, the acceptable standards include a broader range of color and grain variations and imperfections and are not considered flaws in materials or craftsmanship.
 5. The color of any wood species may change over time, regardless of finishing, and is not a defect. Wood in general will become either darker or lighter over time, based on species, exposure, etc., and such changes in species color are not covered by this warranty.
 6. Warranty is void on doors that are found to be out of compliance with handling, storage, finishing and/or installation requirements included or implied in this warranty.
 7. The Buyer is responsible for purchasing products that are suitable and compliant for the installation site, including compliance with local or other building codes, regardless of recommendations from others (dealer, sales representative, builder, contractor, designer, architect, etc.). Any issues and/or additional expenses incurred because of unsuitability or noncompliance are not covered by this warranty.
 8. This warranty is void on doors and/or hardware installed in locations with close proximity to extreme temperatures, high humidity, or chlorine / other chemicals, such as but not limited to indoor or outdoor swimming pools, hot tubs and saunas.
 9. Performance and/or appearance based on normal wear and tear, abuse, misuse, Acts of God, and other natural or unnatural events is not covered by this warranty.
 10. This warranty is limited to products shipped in the continental United States or Canada.
 11. The terms of this warranty may not be altered by any outside party.

ADDITIONAL WARRANTY EXCLUSIONS ON EXTERIOR PRODUCTS

EXTERIOR SPECIES SELECTION

Some wood species will not withstand exposure to the elements, regardless of finishing methods. OWM will advise the Buyer if the species requested is not suitable for exterior use. A door, etc. specified as "interior" on the OWM Quote or Sales Order will not be covered by this warranty if it is installed in an exterior opening or exposed to exterior conditions.

STORM, SCREEN & COMBINATION DOORS

Installation of a storm and/or screen door may cause damage to an OWM entry door by creating a build-up of excessive heat and/or humidity between the two doors. Such damage is not covered by this warranty. Storm and/or screen doors built by OWM are warrantied for general craftsmanship, but not warrantied against warp, bowing or twisting.

EXPOSURE TO ELEMENTS

Exterior doors, etc. require a sufficient overhang (porch, alcove, roof, canopy or permanently installed awning) to protect the door from excessive exposure to the elements, as outlined below:

1. The depth of the overhang must be a minimum of half of the distance from the bottom of the door to the bottom of the overhang. For example, if the bottom of the overhang is 120" above the bottom of the door, the overhang must be at least 60" deep.
2. The overhang must extend a minimum of 36" beyond the width of the door, on each side.
3. Doors installed without adequate overhang will not be covered by this warranty.
4. Excessive exposure caused by extreme weather events or climate conditions is not covered by this warranty.
5. Hardware exposed to salt, salt water, sand, chemicals or other corrosive substances is not covered by this warranty.

EXCESSIVE HUMIDITY

Condensation may occur if the interior and/or exterior environment has excessive humidity, resulting in moisture, surface mold, mildew, frost, etc. on wood and/or glass surfaces. Such occurrences are not covered by this warranty.

FINISH COLOR

Exterior doors finished with black or dark colors may absorb excessive heat from sun exposure, which may damage the structure of the wood door, causing cracks, warping, twisting or bowing. Finish colors are rated on a scale of 0 – 100 for their light reflective value (LRV) by the manufacturer, and that rating is noted on their paint and stain products. The darker the color, the lower the LRV rating. Any exterior door or exterior products painted or stained with a dark color that has an LRV of 45 or less will not be covered by this warranty.

PRODUCTS FROM OTHER SUPPLIERS

Products and components that are not manufactured by OWM, including but not limited to glass, hinges, hardware, multi-point locks, flush doors by others, sills, fire-rated cores, screening, aluminum-framed screens or storm windows, etc., may be covered by a warranty from the manufacturer of that product. OWM does not warranty the quality or performance of items made by other manufacturers, nor does it cover the cost of replacements, repairs, labor, installation, finishing, refinishing, shipping and/or consequential damages related to those products if they are included with OWM doors, etc. OWM will supply information for other manufacturer's warranty information upon request.

WARRANTY CLAIMS

Warranty claim requests must be submitted by the Buyer/Dealer/Contractor **in writing, prior to any related repairs**, within one year of the original date of shipment, via email to doors@oldworldmillworks.com. The request must include the OWM order number and/or invoice number, a clear description of the door(s), including ID # or location(s) (such as #4 or "Bedroom 1"), and the thickness, size and species. The reason for the claim must be clearly described and photographs must be submitted as well. **Warranty claims submitted via text message will not be accepted.**

DEFERMENT PERIOD: OWM reserves the right to defer any claim for warping or other perceived defects for a period of up to 12 months from the date of the written claim. If the OWM doors, etc. in question were installed prior to the claim, they must remain installed during the deferment period to allow acclimation to conditions.

If OWM determines that a legitimate warranty issue exists, OWM reserves the right to remedy the problem with one or more of the following solutions:

1. Repair the defect or defective product
2. Replace the defective product
3. Refund the purchase price of the original defective product

OWM is not responsible for any installation, finishing or refinishing costs of either the original or the replacement product, or any other costs such as shipping and handling. No compensation will be paid to any outside party for performing any work in respect to any claim without prior consent and authorization from OWM.

In the case of a dispute on a warranty or damage claim, OWM management will conduct an internal review, and if the dispute cannot be resolved through the internal review, both parties may agree to participate in mediation or arbitration. The cost of mediation or arbitration will be shared equally.

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