

# JELD-WEN®

WINDOWS & DOORS

## Interior Door Slab and System Warranty

### OUR WARRANTY TO YOU...

JELD-WEN® Interior Door slabs and systems are designed to create lasting value for your home. This warranty is effective for interior door slabs and systems manufactured by us on or after **October 1, 2008** for use in the United States and Canada. Separate warranties apply for our Custom, Premium Wood and Exterior door collections. Any previous warranties will continue to apply to door products manufactured by us prior to this date. For additional information, including care and maintenance, installation and finishing instructions, see your dealer or refer to [www.jeld-wen.com](http://www.jeld-wen.com).

#### WHAT THIS WARRANTY COVERS

We warrant to the original owner<sup>1</sup> that JELD-WEN products will be free from defects in material or workmanship as identified below from the date of initial purchase for the time periods described below. Should an Interior door slab or system be deemed defective, we will, at our option, either repair or replace the defective product or components, or refund the purchase price.

#### Owner-Occupied Single-Family Residence Limited Warranty

**Interior Door Slabs:** Our interior door slabs will be free from defects in materials and workmanship for **five (5)** years from the date of initial purchase.

**Door Frames:** Our door frames will be free from defects in materials and workmanship for **one (1)** year from the date of initial purchase.

#### Commercial Limited Warranty (Other than Owner-Occupied Single-Family Residence)

Coverage is the same as for Owner-Occupied Single-Family residences as listed above.

#### Transferability

This warranty is not transferable.

#### HOW TO GET ASSISTANCE

If you have a problem with your JELD-WEN Interior Door, immediately upon discovery contact the distributor or dealer from whom you purchased our product or contact us directly:

Mail: JELD-WEN Customer Service  
Attn: Interior Door Warranty Claims  
P.O. Box 1329, Klamath Falls, OR 97601  
Phone: 800-JELD-WEN (800-535-3936)  
Fax: 800-436-5954  
Email: [CustomerServiceAgents@jeld-wen.com](mailto:CustomerServiceAgents@jeld-wen.com)

We can respond quickly and efficiently if you provide the following: a) date and location of purchase, b) how to contact you, c) the address of where the product can be inspected, and d) a description of the apparent problem and the product (photographs are helpful).

Product Purchase Date: \_\_\_\_\_

Order Number: \_\_\_\_\_

#### What We Will Do

Upon receiving your notification, we will send out an acknowledgement within three business days of receipt to the contact identified. We will investigate your claim

and begin to take appropriate action within 30 days after receipt of notification. If it is determined that the product does not have a defect covered by the warranty, we may charge an inspection fee for an onsite inspection that is required or requested by you. If we determine that there is a defect we will repair the product/component, or ship a replacement product/component to the distributor or person making the claim in the same specification as the product originally sold to the distributor. Replacement components/products are warranted for the balance of the original product warranty or 90 days, whichever is longer. If we are unable to provide replacement and repair is not practical or cannot be made timely then we will refund the purchase price. This guarantee gives you specific legal rights, and you may have other rights that vary from state/province to state/province.

If the claimed nonconformity is warp of a door slab, we may defer repairing or replacing the door slab for a period up to **twelve (12)** months from the date of claim. It is not uncommon for a temporary warp condition to occur as the door slab adjusts to local humidity and temperature conditions. This deferral will not be counted against the warranty period.

RELIABILITY *for real life*®



## WHAT THIS WARRANTY DOES NOT COVER

JELD-WEN manufactures and sells both individual door slabs and complete door systems. This warranty does not cover parts or components (e.g., locksets, handles, etc.) not sold by JELD-WEN to the original owner. See your distributor or dealer regarding the warranty on the entire door system and/or these other components.

We are not liable for:

- Normal wear and tear; natural variations in the color or texture of wood.
- Problems due to misuse, abuse, failure to follow the care and maintenance instructions; or as a result of any cause beyond our reasonable control (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our control).
- Problems related to: improper finishing of all surfaces (front and back) and edges (top, bottom, and sides) of the door slab; variation or unsatisfactory results in sheen or texture resulting from the field application of paint or any other finishing material.
- Warp which does not exceed 1/4" in the plane of the door slab itself; any warp for a door panel 3'0" wide by 8'0" (914 mm by 2450 mm) high.
- Bow or misalignment in the frame or jamb in which the door slab is hung.
- Problems due to improper assembly or installation (not in conformance with our instructions).
- Structural integrity issues or other problems caused by improper fitting of the hardware or improper sizing of the slab, or other door entry system assembly problems.
- Damage or poor product performance resulting from installation into a condition that exceeds product design standards and/or certified performance specifications and/or does not comply with applicable building codes.
- Hardware or inserts that are not provided by us, such as locksets, door handles, strikes, etc.
- Cost for labor, removal or disposal of defective product(s), installation or finishing of the replacement door or component.
- Incidental or consequential damage. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so this may not apply to you.

Note: Color variation of pre-finished molded doors is not considered a defect.

### Important Legal Information

**This Warranty sets forth our maximum liability for our products. We shall not be liable for special, indirect, consequential, or incidental damages. Your sole and exclusive remedy with respect to any and all losses or damages resulting from any cause whatsoever shall be as specified above. We make no other warranty or guarantee, either express or implied, including implied warranties of merchantability and fitness for a particular purpose to the original purchaser or to any subsequent user of the product, except as expressly contained herein. In the event state or provincial law precludes exclusion or limitation of implied warranties, the duration of any such warranties shall be no longer than, and the time and manner of presenting any claim thereon shall be the same as, that provided in the express warranty stated herein.**

No distributor, dealer or representative of JELD-WEN has the authority to change, modify or expand this warranty.

This warranty extends to the original owner (original owner means the contractor/dealer/distributor/purchaser and the initial owner of the structure where the product is initially installed) and is not transferable. The original purchaser of this product acknowledges that they have read this warranty, understand it and are bound by its terms and agrees to provide this warranty to the original owner of the structure into which the product is installed. Should state or provincial law preclude no transferability, then the warranty period is effective as applicable up to **five (5)** years from the date of initial purchase.

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