

Warranty

Doors

MaxCraft Doors, Inc. (MaxCarft) manufactures the most durable and energy efficient wood-fiberglass hybrid doors with the strongest warranties. We warrant that, subject to the conditions and exclusions stated below, our EcoStar door slabs will be of good material and workmanship and free from defects that would render them unfit for normal and recommended use for TEN (10) years from the date of purchase; our MaxGreen and IronMax door slabs will be of good material and workmanship and free from defects that would render them unfit for normal and recommended use for TWENTY-FIVE (25) years from the date of purchase. Composite jambs carry a LIFETIME limited warranty. All other non-wood components (ball-bearing hinges, weather-stripping, flush-bolts, door sill, bottom sweep, corner seals) carry a TWO (2) year limited warranty against defects and workmanship from the date of purchase.

The following shall not be considered defects in materials or workmanship, and are not covered by this limited warranty:

1. Damage caused by others or by any cause beyond the control of MaxCraft, including but not limited to damage caused by misuse, abuse, negligent care, improper installation, accident, mishandling, fire, storm, extreme weather, or other acts of nature.
2. Damage caused by failure to comply with the Care, Handling & Finishing Instructions available upon request from MaxCraft.
3. Failure to properly seal all exposed wood surfaces of the door and/or frames immediately after fitting and hanging.
4. Variations in color, texture, grain (including surface grain separation or checking) or the physical appearance of the door naturally occurring are not considered defects.
5. The appearance or fading of the finished color is not covered.
6. For doors 3' x 7' or smaller, warp not exceeding 1/4" in the plane of the door itself. For doors larger than 3' x 7', warp not exceeding 3/8" in the plane of the door itself.
7. Bow or nonalignment in the frame or jamb in which the door is hung if not purchased prehung from MaxCraft.
8. Small surface checks or shakes that are less than 1/8" in width or 2" in length.
9. Damage resulting from the installation of a storm door with a MaxCraft door.
10. Glass breakage or glass damage for any reason. The physical appearance (including glass colors) of a glass panel is not covered by this warranty.
11. Product failure caused by improper installation such that the door does not swing freely.
12. Rusting, deterioration or appearance of all metal components.
13. All wood jambs, mull posts, T-Astragals, brick moulds and other wood components except for wood grilles.
14. Warranty is null or void if a door has been trimmed or resized by the customer.
15. The purchased product is not fully paid.
16. Damage resulting from installing an EcoStar door on any side of a structure without adequate protective overhang, causing the door to be exposed to an excessive amount of direct sunlight and/or precipitation. A proper overhang extends outward a distance at least one-half of the height measured from the bottom of the door to the bottom of the overhang that is furthest from the door.

Insulating Glass

Insulating glass is only warranted against fogging. MaxCraft warrants the insulating glass panels used on our doors against fogging due to edge failure for a period of ten (10) years.

The following shall not be considered defects in materials or workmanship, and are not covered by this limited warranty:

1. Minor glass imperfections which do not impair structural integrity or obscure normal vision such as scratches smaller than 2" in length, slight bubbles, lines, any other surface imperfections.
2. Any imperfections in the glass not detected from 10 feet while looking through the glass.
3. Colors and color variations of Low-E glass and other glass.

Claims, Procedures and Limit of Remedies

In the event of a defective product covered under this warranty, Customer shall comply with the following claim procedures:

- 1) Send written warranty claim to MaxCraft with a copy of Proof of Purchase to: MaxCraft Doors, 2222 Northmont Parkway, Suite 200, Duluth, GA 30096.
- 2) Provide the nature or adequate description of defect(s).
- 3) Upon MaxCraft's request, Customer must permit MaxCraft (or its representative) to inspect the claimed defective door. MaxCraft must be given at least 30 days to have the claimed door field inspected by a company employee or its representative.

Should the warranted door fail to conform to this written warranty, MaxCraft will at its option:

- 1) Repair the door at no cost to the customer.
- 2) Ship a replacement door to the distributor of origin without charge in the stage of fitting and/or finishing as it was originally supplied with the return of the original door.
- 3) Refund the original purchase price paid to MaxCraft for the door with the return of the original door.

All freight costs to and from MaxCraft for a warranty claim are the responsibility of the purchaser. No labor, removal, installation, disposal, finishing and/or consequential damages will be covered. Returned items without adequate packaging protection during return shipment may void the warranty. MaxCraft reserves the right to inspect any alleged defective products before verifying a claim and must be given at least 30 days to have any door, which is subject to a warranty claim, field inspected by either a company employee or its representative.

MaxCraft reserves the right to discontinue or make product changes and improvements to specifications, materials and construction details that may not be reflected in the product catalog without notice. If a component originally installed is not available, MaxCraft shall have the right to substitute a component that, in MaxCraft's sole discretion, is of equal quality or value.

This warranty extends only to the original consumer purchaser (within the continental USA) of this Product at the single family address and date recorded on the proof of purchase such as an invoice. In order to qualify for the benefits under and thereby validate this warranty, the original purchaser homeowner must mail a copy of proof of purchase to MaxCraft Doors, 2222 Northmont Parkway, Suite 200, Duluth, GA 30096 or email it to warranty@maxcraftdoors.com within thirty (30) days of initial installation.

This written warranty sets forth MaxCraft's maximum liability for its products. There are no other expressed or implied warranties beyond the description. Any claims must be made in writing to MaxCraft Doors, 2222 Northmont Parkway, Suite 200, Duluth, GA 30096.