



# ROSELAND

## BUILDING MATERIALS

Framing life's moments, one door at a time

### Roseland Building Materials – Residential Interior Door Warranty

Roseland Building Materials (“Roseland”) warrants that its interior door products are manufactured to high industry standards and will be free from defects in materials and workmanship under normal use, subject to the terms, conditions, and exclusions outlined in this document. This warranty applies to products purchased after September 1<sup>st</sup> 2025 and installed in residential homes located in Canada or the United States.

#### Coverage

- **Residential Warranty** – Granted exclusively to the original purchaser of the product and the first homeowner where the product is installed.
- **Multi-Residential Warranty** – Granted only to the owner of the dwelling or building in which the product was originally installed at the time of installation, along with the builder or contractor responsible for that installation.

Product Type	Door Slab	Roseland Factory Finish	Non-Roseland Applied Finishes
Solid Core Doors	2 Years	1 Year	None
Hollow Core Doors	1 Years	1 Year	None

**Factory Finishes** – Roseland warrants its factory-applied paint finishes against peeling, cracking, or flaking for one (1) year from the date of original shipment. Primer is not a finish and carries no warranty. Finishes applied by third parties are not covered.

**THIS WARRANTY IS NON-TRANSFERABLE.**

---

## Exclusions

This warranty does not apply to damage, defects, or performance issues resulting from:

- Improper installation, finishing, storage, handling, or maintenance.
- Use of harsh chemicals, solvents, or abrasive cleaning agents.
- Exposure to water, direct sunlight, or extreme temperature/humidity beyond 25–55% RH and 10–32°C (50–90°F).
- Installation in buildings with wet plaster, uncured cement, or without functional HVAC systems.
- Exterior use or exposure to weather.
- Unauthorized alterations, machining, trimming, or modifications to the slab (including fire-rated doors unless compliant with applicable codes such as NFPA 80 or CAN/ULC standards).
- Hardware, locksets, or components not supplied by Roseland.
- Normal wear and tear, color or grain variations, and natural aging.
- Improper sizing of hardware, or damage caused by misaligned hinges or hardware installation.
- Warpage, expansion, or contraction within industry-accepted tolerances.
- Abuse, neglect, or installation outside applicable building standards.

## Permitted Tolerances

- **Size:**  $\pm 1/8$ " in width each, height, and thickness
- **Squareness:**  $\pm 1/8$ " measured corner-to-corner across the diagonal plane
- **Warp:** Up to  $1/4$ " measured across the plane of the door within a 42" x 78" section (for doors up to 3'6" x 7'0"). Larger doors (up to 4'0" x 8'0") shall not exceed  $1/4$ " warp in a 36" x 78" section.

## Storage, Handling & Installation

- Inspect all doors upon receipt for correct size, machining, and finish.
  - Store flat, fully supported, and covered in a dry, climate-controlled space. Do not lean doors vertically.
  - Deliver to site only after plaster, drywall, and concrete have dried.
  - Seal all six (6) sides within 7 days of delivery using at least two coats of quality paint or finish.
  - Do not trim more than  $1/4$ " from the top or bottom edge.
  - Use two hinges for doors up to 60", three hinges up to 90", and four hinges up to 120".
-

## **Making a Claim**

To make a claim under this warranty, notify Roseland or the authorized distributor within thirty (30) days of discovering the issue, providing:

1. Product description and photographs of the defect
2. Installation address and installer/builder information
3. Proof of purchase or installation date
4. Written description of the defect and confirmation that exclusions do not apply

Roseland may request inspection and reserves the right to defer action on warp-related claims for up to twelve (12) months to allow the product to acclimate.

## **Remedy and Limitation of Liability**

If a valid claim is established within the warranty period, Roseland, at its option, will:

- Repair the defective product,
- Provide a replacement product, or
- Refund the original purchase price of the product.

The warranty term for any replacement or repaired product runs from the date of the original warranty.

**Roseland is not responsible for labor, finishing, installation, repainting, or other incidental costs. Maximum liability is limited to the original purchase price of the product.**

This warranty excludes all other express or implied warranties, including merchantability or fitness for a particular purpose, except to the extent prohibited by law. Some jurisdictions do not allow the exclusion of implied warranties or incidental damages; in such cases, limitations apply only to the extent permitted by law.

## **Governing Law & Dispute Resolution**

This warranty shall be governed by the laws of the Province of Ontario, Canada, and the applicable federal laws of Canada. Any dispute arising from or related to this warranty shall be resolved through binding arbitration conducted under the Arbitration Act, 1991 (Ontario) or comparable provincial statute. The arbitration shall be held in Toronto, Ontario, unless otherwise agreed in writing.

No dealer, distributor, or representative of Roseland has the authority to modify this warranty. Any changes must be approved in writing by an authorized officer of Roseland Building Materials.