



Custom Entryways & Millwork, Inc.

Warranty

2025

2989 Whistler Road
Stoystown, PA 15563
Office: 814-798-2500

WARRANTY

One (1) year limited warranty

Custom Entryways & Millwork, Inc. warrants to the first purchaser the product(s) described in the proposal (quote) against defects in material and workmanship for a period of one (1) year from the original invoice date. Custom Entryways & Millwork, Inc. reserves the right to make changes to this warranty at any time.

Exclusions and limitations

1. **Expansion and contraction.** Note wood is hygroscopic, that means it takes in and releases moisture at varying rates depending on the humidity level. A high humidity level will allow the wood product to take on moisture and cause swelling, therefore a low humidity level will cause the wood product to lose moisture and shrink. The humidity level may need to be adjusted to keep the wood products stable. A humidity range from 25% - 55% moisture content will usually keep the wood stable. Painting and finishing will help control the movement of the product, but will not keep it stable by itself.
2. **Products not properly finished.** It is recommended that a good finish product is used and applied by a professional finisher. Finishing refers to painting, staining, and clear coating wood products. To ensure years of use; painting, finishing, and maintaining the products are a very important part of the project. Always follow the paint and finish manufacturer's recommendations. Check with a professional paint dealer for the best type of finish for your application. Always use a test piece of wood before applying paint, stain, or finish. DO NOT finish door units with a dark color stain or paint; this will allow excessive heat build up and is not covered by this warranty. *Stain only types of finishes, wax coatings, and tongue oil are not an acceptable finish.* Always finish all faces, edges, ends, and cut outs; remove hardware. *Note end grain requires extra coats of paint to seal them properly.*
3. **Products stored and not painted or finished within 30 days of the invoice date.**
4. **Damage to any property resulting from the use of products manufactured by Custom Entryways & Millwork, Inc.**

5. **Color, grain, or texture of any wood.** Wood that does not accept stains evenly; different types of wood may have knots, small checks, or wormholes. Material grading is set by the National Hardwood Association. Joinery tolerances are as accepted by the American Woodworking Institute (AWI).
6. **All cutter shapes and designs and construction methods are Custom Entryways & Millwork, Inc. standard types unless darwin and specified to match a certain profile or design.**
7. **Sanding through veneer product components.** Finish sanding is required to remove fingerprints and small imperfections. Always follow the finish manufacturer's recommended procedures.
8. **Proper overhang.** Products installed in an area without a proper overhang to protect the product from weather conditions. A proper overhang is usually 2/3 the elevation of the unit.
9. **Storm Doors.** Door units that have storm doors or energy panels installed over them that do not allow the heat build up to escape.
10. **Door units exposed in an area with too much exposure to direct sunlight.**
11. **Prop Scratched glass that is not reported to Custom Entryways & Millwork, Inc. when the products are received.**
12. **Shortages not immediately reported to Custom Entryways & Millwork, Inc.** Overruns or over ordering returns will NOT be accepted.
13. **Units that are installed too close to air conditioning or heat sources.**
14. **Products by others.** Products by others used with products manufactured by Custom Entryways & Millwork ,Inc.
15. **Damage caused by others or during installation of products. Damage beyond Custom Entryways & Millwork, Inc control, mishandling, abuse, accidents, fire, and or other act of nature.**
16. **Products not installed as recommended in Custom Entryways & Millwork, Inc installation and finishing guide.**
17. **Damage caused by common carriers.** (Freight shipping companies) *Note any damage to the crate(s) or suspected hidden damage on the freight bill and contact Custom Entryways & Millwork Inc. at 814-798-2500 Monday through Friday 7:00 a.m. to 3:00 p.m. EST.
18. **Bowing and Warping.** Bowing or Warp is not considered a defect unless it is larger than 1/4 " in the pane of the door. To check the bow, place a straight edge on the concave face (or use a string) to measure the distance between the door or straight edge.
19. **Any door larger than 3'- 6" wide and/or 8'-0' tall**

Remedies

Should any defect(s) be discovered with the one (1) year warranty period the product(s) may be returned and freight prepaid ONLY after contacting Custom Entryways & Millwork, Inc. at 814-798-2500 Monday through Friday 7:00 a.m. - 3:00 p.m. EST for written permission.

At its discretion, Custom Entryways & Millwork, Inc. may inspect the product(s), have someone represent Custom Entryways & Millwork, Inc. and inspect the product(s) and/or require photographs showing the defects. Custom Entryways & Millwork, Inc. will determine if the products are considered defective and covered under this warranty.

Custom Entryways & Millwork, Inc. will elect to (1) repair, (2) replace, or (3) refund the price originally received for the defective product(s). No additional charges will be covered. Custom Entryways & Millwork, Inc. in no event will be responsible for any amount in excess of the amount originally invoiced and paid to Custom Entryways & Millwork, Inc. This aforementioned warranty and remedies are exclusive and in lieu of all others, written, expressed, or implied. Custom Entryways & Millwork, Inc. disclaims any and all implied warranties of merchantability and fitness for particular purpose. You have certain remedies under state law. Custom Entryways & Millwork, Inc. is not responsible for incidental or consequential damages resulting from breach of warranty. Custom Entryways & Millwork, Inc. is NOT responsible under any legal theory for lost profits, loss of use or legal counsel or legal expense.