



## Warranty for Interior and Exterior Doors

Keystone Door takes pride in providing excellent products and workmanship. We warranty that our doors will be free of defects that render them unfit for ordinary use. Our warranty extends 5 years for interior doors and 1 year for exterior doors.

### Instructions for Care and Storage:

- Unfinished doors must be completely protected against humidity and weather.
- Shrink wrap must be left on unfinished doors until they are ready for finishing.
- Handle doors with clean gloves. Fingerprint or smudge damage is not covered.
- Doors should never be exposed to excessive heat, dryness, moisture, or direct sunlight before finishing.
- Deliver doors to jobsite after plaster, concrete, sheetrock mud, or other substance, is dry. Humidity caused by these environments will damage the doors.
- Unfinished wood, including primer only coated, will respond to conditions occurring during the delivery of the product. We cannot warranty these changes. We recommend sanding with 150 grit or finer sandpaper prior to finishing.
- Do not leave door partially sealed for long periods of time.
- Doors must be completely and properly sealed on all sides, including any cut-outs.
- We cannot warranty any finish applied by any other than Keystone Door, or hire of Keystone Door, which is incompatible with the wood type, resulting in any unsightly reaction between the wood and finish. We recommend checking carefully with the finish supplier.
- Humidity must be maintained at any storage site 35%-45% and temperature of 65-75 degrees.
- Doors must be stored flat or vertically, never leaned against anything, in a clean, dry environment and protected from dirt, moisture, and accidents.
- Doors must be lifted and carried, never dragged.
- Leave any protective film on glass until door is completed and surrounding construction is finished.
- All hardware must be installed, using methods appropriate for the specific door.
- Any door may not be exposed to direct sunlight for more than 4 hours a day. We recommend correct overhang on exterior doors to prevent sun damage.
- All doors 7'4" and under must have at least 3 hinges. All doors over 7'4" must have at least 4 hinges, or all warranties concerning warp and twist are void.
- Clearances between the door edges and door frame must be a minimum of 1/16" on the hinge edge and 1/8" on the latch edge and head.
- Failure to comply with any of these instructions will result in nullification of warranty.

## Exceptions

- Warp of less than or equal to ¼" in the plane of any door 3' by 7' or smaller. Action on claim for warp may be deferred for one year, in order to permit conditioning to humidity and temperature conditions.
- Warp on doors and other products more than 8 feet tall or 3'6" wide.
- Doors less than 1-3/4" inch thick for exterior use
- Plank doors are not warranted against warp
- Performance or appearance of finishes is unpredictable and is not covered.
- Wood joint shrinkage under 1/32"
- Damage or defects caused by house settling
- Defect caused by a warped or bowed jamb/frame unit not furnished by Keystone Door or improper installation by other than Keystone Door or Keystone Door hire.
- Natural variations in the color or texture of wood. Natural variations in color, texture, or surface of raw wood are not considered defects.

Placement of knots in any species is not covered by warranty.

On knotty grade wood species, cracks and knots are a natural characteristic and are not considered a defect unless light or light substrate shows. Knot spacing, size and quantity is unpredictable and considered part of the beauty of the species.

Surface checking of hardwoods is considered a natural characteristic and is not covered.

- Failure to properly seal and maintain the integrity of the door finish. All six sides and the edges of any cut openings must be sealed.
- Any misalignment or shrinkage caused by climate conditions
- Failure to perform normal home owner's maintenance
- Any discoloration caused by direct sunlight or weather wear. Proper overhang on exterior doors is recommended to prevent this.
- Damage from improper storage, handling, or placement of doors. Includes humidity damage.
- Doors that have unbalanced materials or finish. (Different materials or finishes on inside and outside.)
- Water condensation of glass, other than defect in manufacturing or installation
- Broken glass, other than as a result of manufacturing or shipping damage
- Slight imperfections in glass that do not impair the integrity of the door.
- Glazing compound squeeze-out is normal and is not covered.
- Discoloration or rusting of decorative metal
- No labor, installation, or removal expenses are covered.
- Keystone Door is not responsible for any transportation costs other than pickup and delivery named in issued estimate(s).
- Damage caused by repair attempts by anyone other than Keystone Door, or Keystone Door hire will not be covered. No compensation will be paid to any contractor, other than one directly hired by Keystone Door LLC, or approved in writing by Keystone Door LLC.
- Damage resulting from an "act of God," including but not limited to damage caused by flood, earthquake, fire, sprinkler systems, winds, storms or any other act of nature are not covered by this warranty.
- Damage caused by, including but not limited to abuse, misuse, mishandling, normal wear and tear, or incorrect installation not done by Keystone Door or contractor hired directly by Keystone Door
- Damage caused by failure to comply with Maintenance and Finishing instructions is not covered.
- Exterior doors used commercially

Inspection of the product is necessary upon receipt to maintain the warranty. Machining, tooling, finishing, or installation of a door is considered acceptance of the product. Inspect thoroughly before undertaking the project. If a defect is discovered, notice must be submitted in writing:

Address: Keystone Door LLC, HC13 Box 2995, Chester, UT 84623,  
Email: [abraham@keystonedoorshop.com](mailto:abraham@keystonedoorshop.com)

Notice must be submitted within 10 days of receipt of door shipment, and before door is installed or any additional work is performed on it.

Options for reimbursement are limited to:

- Replacement of the originally ordered and delivered item
- Repair of the item for no cost
- Refund for the item's original cost

Doors shipped back to us must have prior authorization before shipment. All returns must be accompanied by a copy of the original invoice along with a completed Return Approval Letter issued by Keystone Door, which will be supplied upon notice of defect and approval of the return. Keystone Door does not cover return shipping costs.

Reimbursements of any kind will be issued to the original customer only.

Keystone Door is not liable for any amount in excess of the original cost of the door.

Doors returned must have proper packaging. Adequate packaging is a proper pallet adequate for the door, secure binding, and proper protection on all sides and corners. Failure to package properly may void the warranty.

Keystone Door reserves the right to perform a field inspection, to be made by one of our representatives, or hire of our choice, prior to adjustment, repair, or replacement. If we deem it necessary to send an inspector, we commit to have them at the site in within 10 days of the customer's notification.

This warranty is valid only in the continental United States.