



## CRAFTMASTER INTERIOR DOOR LIMITED WARRANTY

This warranty is effective for all CraftMaster® Products<sup>1</sup> on or after **June 1, 2013** for use in the United States and Canada. Any previous warranties will continue to apply to products sold under the CraftMaster name prior to this date. For additional information, including care and maintenance information refer to [www.craftmaster.com](http://www.craftmaster.com).

### What This Warranty COVERS

We warrant to the original owner<sup>2</sup> that if your CraftMaster Product exhibits a defect in material or workmanship within **five (5) years** of the date of original purchase, we will, at our option, repair, replace or refund the purchase price of the Product or component part. Skilled labor<sup>3</sup> (where deemed necessary by us) to repair or replace any component is provided for **one (1) year** from the date of purchase.

**Factory Prefinish:** We warrant the factory-applied prefinish on our doors against peeling, checking, or cracking for **one (1) year**. Should the factory prefinish be proven defective, we will at our option, replace or refinish the door or pay a credit up to \$100 per opening per opening to the current owner. (Note: this coverage applies to factory-applied finish coat options only; standard factory-applied primer is not a finish coat.)

**Transferability:** This warranty is not transferable.

### How to Get Assistance

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

Mail:	CraftMaster Door Warranty Claims P.O. Box 1329 Klamath Falls, OR 97601
Phone:	800-535-3936
Fax:	800-436-5954
Email:	CustomerServiceAgents@jeld-wen.com
Web:	<a href="http://www.jeld-wen.com/contact-us">www.jeld-wen.com/contact-us</a>

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

### What We Will Do

Upon receiving your notification, we will send out an acknowledgement within three business days to the contact, which you have provided. We will investigate your claim and will begin to take appropriate action within 30 days after receipt of notification. If your warranty claim is denied, we may charge an inspection fee for an onsite inspection that is required or requested by you.

If your claim is accepted, and we choose to repair or replace the product or a component of the product, the replacement product/component will be provided in the same specification as the original product. Replacement products, components and services are warranted for the balance of the original product or service warranty, or 90 days, whichever is longer.

If the claimed nonconformity is warp of a door slab, we may defer repairing or replacing the door slab for a period up to 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.

### What This Warranty Does NOT Cover

This warranty does not cover parts or components (e.g., locksets, handles, etc.) not sold by the manufacturer 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, including normal wear and tear of weatherstrip; and natural weathering of surfaces or variations in the color or texture of wood or finish; surface cracks that are less than 1/32" in width and/or 2" in length.
- Problems due to misuse or 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 field finishing of all surfaces (front and back) and edges (top, bottom, and sides) of the door slab and frame (See our Finishing Instructions at [www.craftmaster.com](http://www.craftmaster.com)); variation or unsatisfactory results in sheen or texture resulting from the field application of paint or any other finishing material.
- Warp for any 3'6" wide by 8' 0" high by 1 3/4", or smaller door slab, which does not exceed 1/4" in the plane of the door slab itself; door slabs wider and/or higher are not guaranteed for warp.
- Bow or misalignment in the frame or jamb in which the door slab is hung.
- Slight expansion or contraction due to varying environmental conditions; slab movement (shrinkage or swelling) of 1/4" or less due to temperature and humidity, consult our Care & Maintenance documents on how to work with this natural movement.
- Installation errors or flaws in building design and construction; installation must be in strict conformance with the installation instructions provided by the manufacturer of the door entry system.
- Structural integrity issues or other problems caused by improper field fitting of the hardware, improper sizing of the door slab, or other assembly problems.
- Hardware, accessories or inserts that are not provided by us.
- 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.

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## CRAFTMASTER INTERIOR DOOR LIMITED WARRANTY

**Important Legal Information -- Please read this carefully. It affects your rights.**

This Limited Warranty document 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. This Limited Warranty document gives you specific legal rights, and you may have other rights that vary from state/province to state/province.

Any dispute, controversy or claim arising out of or relating to this warranty, any alleged breach thereof, or the use or sale of the products to which this warranty applies shall be resolved by mandatory and binding arbitration administered by the American Arbitration Association in accordance with its commercial arbitration rules. Original purchaser agrees that they may assert claims against JELD-WEN in their individual capacity only, and not as a plaintiff or class member in any purported class action proceeding. Rejection of these dispute resolution provisions must be sent to JELD-WEN at the address provided herein within thirty (30) days of original purchaser's receipt of the Products to which this warranty applies.

No distributor, dealer or representative of CraftMaster Doors has the authority to change, modify or expand this warranty. 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.

<sup>1</sup> "CraftMaster Products" shall refer to interior door products manufactured and marketed by JELD-WEN under the CraftMaster brand name for use in the United States and/or Canada.

<sup>2</sup> 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 for door slabs and systems and **one (1)** year from the date of manufacture for the factory pre-finish.

<sup>3</sup> "Skilled labor" refers to tasks where specialized technical knowledge, experience, methods or tools are required to properly identify, diagnose and/or correct product-related problems.

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