

Magbee Contractors Supply

Interior Door Limited Warranty

Molded Doors

Magbee Contractors Supply guarantees and warrants, subject to the conditions and restrictions stated below, that each Masonite hollow core molded panel slab to be free from any material defects for one (1) year to the home into which they are installed commencing on the original date of purchase and thereafter. Like all wood articles, the doors are liable to swelling, shrinking and/or warping as a result of extreme variations in temperatures and humidity. Different temperature conditions from either side of the doors, such as air conditioning, may cause warping. The doors must be carefully cared for, and the guarantee will only be valid if the following conditions are met.

Storage

The doors must be stored upright in a dry and well-ventilated location fully protected against humidity. When moved, doors must be lifted, eliminating any sliding of one door on another. The doors must be sealed if stored for a long period of time. The doors must be stored at a minimum of 4 feet away from heat sources. The doors must be conditioned to the average temperature of the room at least 3 days before installation.

Fitting

In order not to change the door balance, a maximum of 1/2 inch may be removed on its width (1/4" on each side for slabs, 1/8" on each side for Bifolds) and any modification to its height must not exceed one inch (to be removed from the bottom rail only). When hanging the door, the fitting must be such that there is at least 1/8 inch between the door and the jamb to eliminate any jamb interference restricting normal functioning, even in times of high humidity.

Door Care

As soon as the door is hung, a good quality preservative minimizing humidity absorption must be applied. Special attention must be given to the door's bottom rail which is most vulnerable to humidity absorption. The door must be removed from its hinges so that a generous protective coat may be applied. Annual checks must be made in order to maintain maximum protection. Initial coating should be applied immediately after hanging the door.

Components Other Than Slabs

All components other than slabs (including hinges, jambs, casing) are guaranteed to be free of manufacturing defects for one (1) year from original date of purchase. The one (1) year time frame only includes the original purchase from Magbee Contractors Supply and is not calculated from the date of purchase of the structure such millwork units were installed, nor is it calculated from the date of installation, unless the units were installed by Magbee Installation Services. If the units were installed by Magbee, the warranty is one (1) year from the date of installation. This warranty is in addition to any warranty from the respective manufacturers of component pieces used to make custom millwork items. A Magbee representative must inspect any and all products a customer may believe to have manufacturing defects.

AN INSPECTION FEE WILL BE APPLIED TO ALL ON-SITE PRODUCT INSPECTIONS PERFORMED FOR ANY CUSTOMER FOR ALL CLAIMS MADE BEYOND ONE YEAR FROM THE ORIGINAL DATE OF PURCHASE, REGARDLESS OF APPLICABLE PRODUCT WARRANTIES.

Magbee will investigate as to determine if individual components fall under their respective warranties (if any) to Magbee. In such an event, repairs may be reimbursed partially or in whole to the customer from Magbee through the respective manufacturers.

Special Order Slabs and Units

Special order slabs and units fall under their respective manufacturers warranty. No specific warranty beyond the Magbee warranty of one (1) year from the date of purchase is implied.

General Conditions

The limited warranty is made and extends only to the original purchaser of such items from Magbee and owner occupied single-family residence at the time of initial installation. It may not be assigned or transferred and shall not extend to subsequent owners. In the event the item is replaced according to the terms of this limited warranty, the replacement items are warranted only for the remainder of warranty period applicable to the original item. The provisions set forth herein constitute the maximum liability of Magbee with regard to the product warranted. Except as provided above, in no event shall Magbee pay for the cost of labor, installation, freight or finishing of any replacement unit, or any other incidental costs related thereto. All other claims due to special, indirect, consequential, or indirect damage are also excluded from this warranty. Magbee specifically disclaims any implied warranties of merchantability and fitness for a particular purpose and makes no other warranty or guarantee, either express or implied, except as expressly contained herein with respect to its door units. In the event state law precludes exclusion or limitation of implied warranties, the duration of any such implied warranty and the time and manner of presenting any claim thereon shall be the same as that provided in the express warranty stated herein.

This warranty shall not apply to units sold or installed outside the United States, or units damaged in handling or installation. This warranty shall also be void if the unit is subjected to stresses resulting from: Localized application of heat causing excessive temperature differentials over the glass surfaces, or excessive vibration, or movement of building or foundations.

Claims under this warranty must be made as soon as practicable after discovery of the defect and in all events prior to the beginnings of any repair work to Magbee Contractors Supply. Written claims must detail the nature of the problem and the name, address, and telephone number of the person making the warranty claim. No warranty claim shall be considered properly made unless it contains the forgoing in writing and is received by unit alleged as being defective under this warranty, field inspected by a qualified factory representative and returned to the factory. No distributor, dealer, or representative of Magbee has the authority to change or modify this warranty, either orally or in writing, in any respect.

What is NOT covered by this limited warranty

Textures and color variations do not constitute defects on wood items.

A 1/4 inch warp is not considered to be a defect

Product failure or damage due to improper installation or modifications including:

- Adjustments or corrections due to improper installation.
- Failures due to product modifications or glass shading devices (e.g. glass tinting, security systems, improper painting or staining, insulated coverings, etc.).
- Units improperly assembled or improperly mulled by others.
- Failure due to the application of non-Magbee supplied products.

Damage caused by the following:

- Damage due to improper installation, maintenance, or use.
- Damage to the product caused by water infiltration other than as a result of a defect in manufacturing, materials, or workmanship.
- Damage due to condensation.
- Damage to glass caused by others (e.g., brick wash, sanding, or improper washing).
- Damage caused by failing to properly seal the exposed wood portions of a product.
- Damage caused by chemicals or airborne pollutants, such as salt or acid rain.
- Damage that occurs during delivery by others.
- Damage caused by accidents or acts of God.
- Damage as a result of normal wear and tear.
- Naturally occurring corrosion or tarnishing of hardware finishes; damage to metal surfaces caused by chemicals or a harsh environment
- **FAILURE TO SEAL ALL SIX SIDES OF THE DOOR**
- **FAILURE TO SEAL ALL FRAME AND JAMB PIECES DOORS IS INSTALLED**

How to get help

For further information or to make a claim within this warranty period, please contact Magbee Contractors Supply. You may contact us at
Magbee Contractors Supply
1065 Bankhead Highway
Winder, GA 30680

A customer service representative can be reached at 678-425-2600. Our website is www.magbee.com.

You can help us serve you faster by collecting and including the following important information:

- Description of the product
- Description of product concerns
- Documentation of the purchase and install date, if available.
- Your name, address where the product is installed, and telephone numbers.

If the warranty period has expired or for repairs not covered by warranty, replacement parts may be available for purchase. If the product is beyond repair and warranty has expired, new products may be available for purchase.