



COMMERCIAL DOOR AND RESIDENTIAL DOOR LIMITED WARRANTY

Warranty Coverage

All doors manufactured by Karona, Inc. ("Karona") (except those doors specifically excluded below from the warranty) are warranted by Karona to the Original Purchaser to be free from defects that would render those doors unserviceable or unfit for the ordinary purposes for which doors of that kind are recommended. The term "Original Purchaser" as used in this warranty means the individual or entity that purchases the door from Karona or the owner(s) of the residential dwelling or commercial structure in which the door was originally installed.

Limited Lifetime Coverage. Commercial and residential interior doors are covered under this limited warranty beginning on the date that the doors are originally purchased and continuing for as long as the doors remain in use at the residential dwelling or commercial structure where, and as, originally installed.

Limited One-Year Coverage. Residential exterior doors are covered under this limited warranty for one year from the date that the doors are originally purchased.

Claim Procedures

Since Karona cannot control the handling or exposure of doors after shipment, the Original Purchaser must inspect the doors when received. If, at the time a door shipment is received, a door has a defect that can be reasonably discovered by inspection of that door, the Original Purchaser must, prior to hanging or fitting the door and within 30 days of the date shipment is received, send written notice of the defect to Karona, Inc. P.O. Box 888410, Grand Rapids, Michigan 49588-8410. If a defect is discovered or occurs after a door is hung, written notice of the defect must be sent by the Original Purchaser to Karona, at the address listed above, within 30 days of discovery of the defect. The Original Purchaser shall not return any goods to Karona until Karona has been provided a reasonable opportunity to inspect the goods at the Original Purchaser's premises to determine whether a defect exists. Karona shall not be liable for any doors repaired, returned, or replaced without its written consent.

Exclusive Remedy

If warranted doors contain defects covered under this limited warranty, Karona's obligation shall be limited to repairing or replacing the doors (not including labor costs to re-finish or re-hang the doors) or to refunding the purchase price Karona received for the doors to the Original Purchaser at Karona's option. **THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE REMEDY OF ANY PURCHASER AGAINST KARONA, INC.**

Exclusions From Coverage

This limited warranty does not apply to any of the following:

- A. Any condition or appearance caused by a failure to follow Karona's written Handling, Installation and Finishing Instructions.
- B. Any exterior door in a non-single family dwelling.
- C. Any interior door used as an exterior door.
- D. Natural variations in the color or texture of wood.



E. Warp which does not exceed 1/4 inch in the plane of the door. Warp is any distortion in the door itself and does not refer to the relationship of the door to the frame or jamb in which it is hung. The term “warp” shall include bow, cup, and twist. In measuring the amount of warp in a door, the following method shall be used: Bow, cup, and twist shall be measured by placing a straightedge on the suspected concave face of the door at any angle (i.e., horizontally, vertically, or diagonally) with the door in its installed position. The measurement of bow, cup, and twist shall be made at the point of maximum distance between the bottom of the straightedge and the face of the door.

If the claimed defect is warp, Karona may defer repairing or replacing the door for a period of up to twelve (12) months from the date of claim or the date when the door was installed, in order to permit conditioning and equalizing to humidity and temperature conditions.

- F. Small checks and surface imperfections that may appear over time. Karona’s products are produced with hardwood veneers. However, because of the nature of wood, small checks and surface imperfections may appear over time, especially those subjected to severe climatic conditions such as exposure to sunlight or extreme variations in moisture, humidity, and dryness. These small checks and surface imperfections as well as the shrinking or swelling of the wood surfaces are not considered defects. They are part of the natural weathering process of wood. These occurrences may best be minimized by proper finishing and adequate climatic conditions. (See Karona’s Handling, Installation and Finishing Instructions for more detail).
- G. Any condition arising from any purchaser’s neglect or failure to properly maintain the door.
- H. Any leakage around a glazed portion of a door that has been glazed by someone other than Karona.
- I. The appearance of any field-finished door (except for specific manufacturing defects). Certain species of wood, particularly oak, contain chemicals that react unfavorably with certain finishes. Where possible, the surface should be tested for such an unfavorable reaction.
- J. All doors 1-1/4" and under in thickness.
- K. All doors that are wider than 3’0”, higher than 8’0”, or thicker than 1-3/4".
- L. All doors with face veneers of different species. (E.g., oak interior / maple exterior).
- M. Doors pre-finished at the factory and meeting the criteria of the approved finish sample prior to hanging. Installation of pre-finished doors shall constitute acceptance of finishing (including color and feel) of the door.
- N. Normal wear and tear or deterioration for reasons other than material and workmanship of the door.
- O. Incompatibility of hardware with a particular door construction.
- P. Any condition or work completed on the door that results in the stripping of hinge screws.
- Q. Trimming of cross rails by more than twenty percent (20%) of their width. Pre-fitting width of Designer Series doors by more than 3/16” width. Pre-fitting width of Builders series doors by more than 1/16” width.
- R. Any field modification of a door (removal of panels, glass, etc.).

NOTWITHSTANDING ANY OTHER PROVISION IN THIS LIMITED WARRANTY, KARONA, INC. EXPRESSLY DISCLAIMS AND EXCLUDES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND ALSO DISCLAIMS AND EXCLUDES ALL LIABILITY FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, OR ANY OTHER SPECIAL DAMAGES OF ANY PURCHASER, INCLUDING LOST PROFITS, FOR BREACH OF WARRANTY OR OF CONTRACT OR OTHERWISE.

NOTE: Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Some states also do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. In California, for example, buyers of doors used primarily for personal, family, or household purposes have specific rights to return defective doors to their seller.

2/14/2011