



WARRANTY

Limited 1 Year Warranty — Hollow Core Wood Doors

Nightingale Architectural Doors (Nightingale Doors) will give a limited warranty on its hollow core doors up to 3' 0" in width and 7' 0" in height against manufacturing defects or de-lamination for one year from initial installation when properly hung in a suitable frame. Hollow core doors do not have a warranty against warping or telegraphing. The warranty is void if the door is transferred to another location or has been installed in an area with unsuitable ambient conditions. The doors should be inspected upon receipt and before installation to ensure there are no initial defects.

All doors should be hung as soon as possible. Doors stored on site for excessive periods of time (exceeding 1 month) and/or stored in an unconditioned environment will have a warranty only against obvious manufacturing defects. Storing doors in an unconditioned area may cause irreversible aesthetical blemishes.

To store the doors correctly, the area should be air-conditioned and the doors stored horizontally off the ground on a flat surface using a minimum of three identical supports, equally spaced. Care should be taken when using corrugated cardboard and similar products for door separation as the corrugation marks may transfer to the door especially when the door has special surfaces or soft veneers. Separation marks will not be covered by the warranty.

Any door that falls within the parameters of tolerances allowed by AWI, is damaged from normal wear and tear including chipped edges and surface scratches, or that has been abused or misused will not be considered defective. It will not be eligible for warranty repair.

Should a warranty claim be made on slabs (no hardware preparation) that were machined onsite or elsewhere by others, Nightingale Doors will need to inspect them to ensure the machining did not affect their strength or integrity. Under these circumstances, it will be the responsibility of the customer to return the doors to the place of purchase or Nightingale Door's premises for inspection. Nightingale Doors will not be responsible for taking down or rehanging doors that were sold as slabs.

Nightingale Doors must be notified within 15 days of the date the defect occurs and be given 30 days to inspect the installation. If the door is eligible for warranty work, Nightingale Doors or a contractor/company approved by Nightingale Doors will repair or replace the door. Should the customer wish to use another repair company, Nightingale Doors must authorize the work and cost of such work in writing in advance, otherwise Nightingale Doors will be under no obligation to pay for such repair or replacement. If the customer repairs or replaces the defective door using an unapproved company or contractor, the remaining warranty will be void from that time onward.

Nightingale Doors warranty covers only the door repair, and/or removal and reinstallation if applicable. It does not include refinishing the door. Nightingale Doors will not pay for removal or reinstallation if there is a known defect before installation.

A customized warranty document for each job/location will be sent upon request.