

| Series        | Product Category       | Interior          | Exterior      |
|---------------|------------------------|-------------------|---------------|
| Architectural | Select Wood Veneer     | Lifetime*         | Not Available |
| Architectural | Premium Painted        | Lifetime*         | Not Available |
| Architectural | Laminates              | Lifetime*         | Not Available |
| Architectural | Wood Frames            | Lifetime*         | Not Available |
| Commercial    | Standard Wood Veneer   | Limited Lifetime* | Not Available |
| Commercial    | Standard Painted       | Limited Lifetime* | Not Available |
| Commercial    | Wood Frames            | Limited Lifetime* | Not Available |
| Economy       | Non-Graded Wood Veneer | Limited One-Year  | Not Available |
| Economy       | Paintable Wood Veneer  | Limited One-Year  | Not Available |
| Economy       | Hollow Core or Bifold  | Limited One-Year  | Not Available |

\*Lifetime of original installation

**In Transit or Pre-Delivery Damage:** Doors must be inspected within three (3) days of receipt and prior to hanging, and any pre-delivery damage must be reported to USA Wood Door. USA Wood Door is not responsible for any pre-delivery damage not reported within this time frame. USA Wood Door may inspect such damages, and at its discretion, repair any damage or replace the damaged door in the event it verifies any claim.

**Door Warranty:** Subject to the terms, conditions, tolerances, and exclusions contained in this Warranty, USA Wood Door warrants its Architectural, Commercial, and Economy-branded door slabs only against defects in design, material or manufacturing that would render them unserviceable at the time of shipment, as follows:

**Lifetime & Limited Lifetime Coverage:** USA Wood Door Architectural and Commercial Series doors are covered under this warranty beginning on the date that the doors are originally purchased and continuing for as long as the doors remain in use at the commercial structure where, and as originally installed, and by the original purchaser only.

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

#### Factory Finish and Accessory Coverage:

The USA Wood Door finish on the door, and any defects in accessories installed by USA Wood Door at its manufacturing facility are warranted for a period of only one (1) year. Any defective glass is not warranted hereunder, but a glass manufacturer warranty may apply.

#### General Coverage:

Conditions within the “Tolerances” set forth below are acceptable and not defective under this warranty. In addition, doors subject to any of the conditions described in the “Exclusions” set forth below are not warranted.

This warranty covers only the original installation of the door and only if installed in accordance with the written instructions contained in the USA Wood Door Care & Handling Guide. This warranty is extended to, and only enforceable by, the original purchaser of the door from USA Wood Door.

USA Wood Door does not cover any expenses relating to the removal or rehanging of a door when any defect or damage for which the door is being rejected was apparent prior to installation.

This warranty is valid for products sold and installed only in the United States and Canada

#### Remedies:

If a claim is asserted during the warranty period to USA Wood Door, and the door is determined by USA Wood Door, in its discretion, to be defective under the terms of this Warranty, USA Wood Door may, at its option: (1) repair the defect; (2) replace the door; or (3) refund the purchase price of the door that was actually paid to USA Wood Door. If replaced or repaired, the door will only be warranted for the remainder of the original warranty period.

For removal, refinish or rehang:

- Lifetime warranty coverage, USA Wood Door will assess each situation and determine on a discretionary case-by-case basis, whether it will pay all or any amount to remove, refinish or rehang a defective door.
- Limited Lifetime warranty coverage, only if notified within three (3) years from the original invoice date will USA Wood Door assess and determine on a case-by-case basis whether removal, refinishing, or rehang consideration will be given.
- Limited One-Year warranty coverage, will in no case cover any labor or other costs associated with rehang or refinishing.

### Tolerances

1. Size tolerances: Nominal length, width and thickness  $\pm 1/16"$  (1.5875 mm); prefit width sizes  $\pm 1/32"$  (0.7938 mm).
2. Squareness tolerance: Diagonal measurement difference will not exceed  $1/8"$  (3.1750 mm).
3. Factory hardware preparation: a plus  $1/32"$  (0.7938 mm) minus 0" tolerance will be allowed on hinge and lock front preparation cutouts.  
 $\pm 1/32"$  (0.7938 mm) tolerance will be allowed on hinge and lock front locations.
4. Stile, rail and core show-through (telegraphing) will not be considered a defect unless the face of the door varies from a true plane in excess of  $1/100"$  (0.254 mm) in any three-inch-span (76.2 mm).
5. Humidity on both sides of an interior door must be at a consistent level and not be less than 25%, nor greater than 55%. Temperature must not be less than 50°F (10°C), nor greater than 90°F (32.2°C). These environmental conditions must be present at the time of delivery to the installation location.
6. Warp shall not be considered a defect unless it exceeds  $1/4"$  (6.35 mm) in the plane of the concave side of the door itself. The following warp allowances are for  $1-3/4"$  (44.45 mm) or thicker doors.
  - For doors wider than  $3'6"$  (1066.8 mm) and less than  $7'$  (2133.6 mm) in height, the warp shall not exceed  $1/4"$  (6.35 mm) in a section  $3'6"$  (1066.8 mm) by the height of the door.
  - For doors wider than  $3'6"$  (1066.8 mm) and taller than  $7'$  (2133.6 mm), the warp shall not exceed  $1/4"$  (6.35 mm) in any  $3'6"$  (1066.8 mm) by  $7'$  (2133.6 mm) section.
  - For doors up to and including  $3'6"$  (1066.8 mm) wide and over  $7'$  (2133.6 mm) in height, the warp shall not exceed  $1/4"$  (6.35 mm) in any  $7'$  (2133.6 mm) length of door section.
  - "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 present in a door, the following method shall be used: bow, cup, and twist shall be measured by placing a straight edge, taut wire or string on the suspect concave face of the door at any angle (i.e., horizontally, vertically, 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 straight-edge, taut wire or string and the face of the door.

### General Exclusions

This warranty does not cover:

1. Any condition or appearance caused by failure to follow the installation or Care and Handling guidelines: [https://cdn.bfldr.com/QL33D4U/as/73h9gjfwnm36zt9hmgc66g6/USAWD\\_Care\\_and\\_Handling\\_Instructions\\_2026-USA-CHD-101](https://cdn.bfldr.com/QL33D4U/as/73h9gjfwnm36zt9hmgc66g6/USAWD_Care_and_Handling_Instructions_2026-USA-CHD-101).
2. The appearance of field finished or factory primed doors.
3. Doors altered by others (excluding machining by approved secondary machiners).
4. Interior doors subjected to different temperature and/or humidity conditions on each side of the door as outlined in the Tolerances section or stored/installed in conditions outside of the care and handling guidelines.
5. Doors reported to be damaged or defective after off-site pre-installation of hardware or accessories or transshipment from original delivery address to job site.
6. Doors that are improperly hung or do not swing freely.
7. Fading or darkening due to exposure to ultra-violet light sources.
8. Incompatibility of hardware with a particular door construction.
9. Failure of flush bolt and CVR configurations installed without end caps or metal channels if required.
10. Natural variations and characteristics in color, figure and/or texture of solid wood components or veneer.
11. The natural characteristic of the "barber-pole" effect.
12. Glass, glass lites or glazing.

13. Normal wear and tear or deterioration for reasons other than material and workmanship of the door itself.
14. Doors shipped outside of the United States and Canada will not be warranted.
15. If an interior door is installed or used for any exterior applications.
16. Doors where self-tapping or combination metal/wood screws are used to attach surface applied hardware.
17. Repairs, rework or replacements made without prior written consent from USA Wood Door.
18. Any delamination caused by failure to protect and seal exposed hardwood rails or veneer surfaces of the door and failure to maintain these surfaces.

### Flush Door Exclusions

In addition to the general exclusion, this warranty does not cover:

1. The appearance of high gloss plastic as defined by the laminate manufacturer, or factory finished doors with a gloss higher than 40° (based on 60° gloss meter).
2. The warranty against warp does not apply to the following:
  - a. Doors that are wider than 3'0" (914.4 mm) or taller than 7'0" (2133.6 mm) and less than 1-3/4" thick (44.45 mm).
  - b. Hinge and pivot exclusions:
    - Doors hung without a hinge every 33" (838 mm) of door height. This exclusion is waived on non-rated SCL core doors up to 9'0" (2743.2 mm) for warp not to exceed allowable warp per WDMA I.S. 1A.
    - Top and bottom offset pivots require one intermediate pivot up to 7'0" (2133.6 mm) and an additional pivot for every 30" (762 mm) of door height.
    - Center hung pivots are warranted on Particleboard Core, EHD (Extra Heavy Duty) Particleboard Core, and SCL (Structural Composite Lumber) core up to 7'0" (2133.6 mm). Center hung pivots are warranted up to 9'0" (2743.2 mm) on SCL core only.
  - c. Doors with unbalanced construction (surface material and finishings which do not match).
  - d. Doors wider than 4'0" (1220 mm) and taller than 10'0" (3050 mm).
  - e. Note: Action on any claim for warp may be deferred and further assessment of whether a condition constitutes true "warping," at the option of USA Wood Door, for a period not to exceed one year from date of claim to permit conditioning of the doors to temperature and/or humidity.
3. Particleboard Core doors with wood beading:
  - a. With cutout areas exceeding 40 percent of the door area.
  - b. With individual visible glass exceeding 54" (1371.6 mm) in height or 36" (914.4 mm) wide.
  - c. Cutout only is restricted to 54" (1371.6 mm) in height or 36" (914.4 mm) wide if no moulding or kit is specified at the time of order.
  - d. With less than 3-1/4" (82.6 mm) between lock and lite cutouts.
  - e. With less than 5" (127 mm) between lite cutout and door edge or other cutouts.
  - f. With less than 10" (254 mm) bottom rail for full lite cutouts.
4. Particleboard Core doors with metal vision frame:
  - a. With areas exceeding 2,743 square inches (1.77 sq m) of visible glass.
  - b. With individual visible glass exceeding 81" (2057.4 mm) long or 36" (914.4 mm) wide.
  - c. Cutout only is restricted to 81" (2057 mm) in height or 36" (914.4 mm) wide if no MVF is specified at the time of order.
  - d. With less than 3-1/4" (82.6 mm) between lock and lite cutouts.
  - e. With less than 5" (127 mm) between lite cutout and door edge or other cutouts.
  - f. With less than 10" (254 mm) bottom rail for full lite cutouts.
5. Extra heavy-duty Particleboard Core doors with wood beading:
  - a. With cutout areas exceeding 40 percent of the door area.
  - b. With individual visible glass exceeding 54" (1371.6 mm) in height or 36" (914.4 mm) in width.
  - c. Cutout only is restricted to 54" (1371.6 mm) in height or 36" (914.4 mm) wide if no moulding or kit is specified at the time of order.
  - d. With less than 3-1/4" (82.6 mm) between lock and lite cutouts.
  - e. With less than 5" (127 mm) between lite cutout and door edge or other cutouts.
  - f. With less and 10" (254 mm) bottom rail for full lite cutouts.
6. Extra heavy-duty Particleboard Core doors with metal vision frame:
  - a. With lite and/or louver cutout areas exceeding 2,743 square inches (1.77 sq m) of visible glass.
  - b. With visible glass exceeding 81" (2057.4 mm) long or 36" (914.4 mm) wide.

- c. Cutout only is restricted to 54" (1371.6 mm) in height or 36" (914.4 mm) wide if no moulding or kit is specified at the time of order.
  - d. With less than 3-1/4" (82.6 mm) between lock and lite cutouts.
  - e. With less than 5" (127 mm) between lite cutout and door edge or other cutouts.
  - f. With less than 10" (254 mm) bottom rail for full lite cutouts.
7. Structural Composite Lumber Core doors:
- a. With lite and/or louver cutout areas exceeding 3,146 square inches (2.03 sq m) of visible glass.
  - b. With visible glass exceeding 90" (2286 mm) long or 36" (914.4 mm) wide.
  - c. Cutout only is restricted to 90" (2286 mm) long of 36" (914.4 mm) wide if no moulding or MVF is specified at the time of order.
  - d. With less than 1-1/16" (26.9875 mm) between lock and lite cutouts.
  - e. With less than 5" (127 mm) between lite cutout and door edge or other cutouts.
8. Louvers, lites and other cutouts in hollow core construction.
9. Doors with concealed closers deeper than 2" (50.8 mm) or wider than 1-1/4" (31.75 mm).
10. Doors with reveals that are greater than 3/64" in depth both faces or not the same pattern each face.
11. No hardware is to be mortised into or attached to a transom that does not include a metal transom bar in the door frame.
12. Door accessories installed by others.
13. Cracking of high-pressure decorative laminate faced doors with openings cut by parties other than the manufacturer or its authorized representative.
14. Variation between exterior and interior stain finish appearance.
15. Machined pockets that leave less than 1/4" (6.35 mm) thick cavity walls.
16. Mortise door bottom preps that exceed 2-1/4" (57.15 mm) in depth.

### Claims Procedure

All parties must be given a reasonable opportunity to investigate the reported problem and USA Wood Door must be given reasonable opportunity to implement corrective action. Claims shall be processed through the supplier from whom the door was acquired, unless the door was purchased directly from USA Wood Door. If purchased directly from USA Wood Door, please provide the following information to the appropriate email address below:

#### Information to include:

- Customer contact information
- Customer purchase order #
- USAWD sales order #
- Description of issue/defect
- Photos, if applicable
- Jobsite information, if applicable
- Noted "rec'd damaged" delivery receipts (if applicable)

#### Warranty Email Address by Location:

- North: [warranty@usawooddoor.com](mailto:warranty@usawooddoor.com)
- Midwest: [midwestwarranty@usawooddoor.com](mailto:midwestwarranty@usawooddoor.com)
- Southwest: [southwestwarranty@usawooddoor.com](mailto:southwestwarranty@usawooddoor.com)

#### Remedy and Liability Limitation:

If an issue is detected during the applicable warranty term, USA Wood Door, in its sole discretion, will repair or replace the door or will refund the original purchase price paid to USA Wood Door. The warranty term for any replaced or repaired door will run until the end of the original warranty period.

USA WOOD DOOR'S MAXIMUM LIABILITY IS LIMITED TO THE AMOUNT OF THE ORIGINAL PURCHASE PRICE PAID TO USA WOOD DOOR. USA WOOD DOOR IS NOT OBLIGATED UNDER THIS WARRANTY TO COVER THE COSTS OF LABOR, INSTALLATION, REHANGING OR FINISHING ANY REPLACEMENT DOOR. THIS IS THE SOLE WARRANTY GRANTED TO ANY PARTY AND THERE ARE NO OTHER WARRANTIES GRANTED, EXPRESSED OR

IMPLIED, INCLUDING IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY. MOREOVER, IN NO EVENT WILL USA WOOD DOOR BE LIABLE FOR LOST PROFIT DAMAGES, OR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, EVEN IF ADVISED IN ADVANCE OF THE POSSIBILITY FOR SUCH DAMAGES. Your rights may vary based on the laws in your state or province. If your state or province does not allow the exclusion of implied warranties, the length of any implied warranty shall be one year or the shortest time in excess of one year permitted under the applicable law. Similarly, if your state or province does not allow exclusions or limitations of consequential damages, this limitation will not apply. Any dispute under this warranty must be resolved by mandatory arbitration under the commercial rules of the American Arbitration Association. If you disagree with this remedy, you must notify USA Wood Door in writing within thirty (30) days of the purchase of the door. Contractors and distributors agree to provide a copy of this warranty to the purchaser of the building where the door is installed.

Unless USA Wood Door agrees in writing to an alternative, any dispute under this warranty or related to the warranted product, shall be resolved by mandatory arbitration administered by the American Arbitration Association (AAA) and governed by the Federal Arbitration Act, 9 U.S.C. section 1 et seq. as interpreted by the U.S. Supreme Court and the U.S. Court of Appeals for the Eleventh Circuit. Such an arbitration shall be before a single arbitrator and conducted under the AAA Consumer Arbitration Rules in effect at the time of the arbitration except that the parties agree not to exercise any option to proceed in any small claims court and waive any such right. Any in-person arbitral proceedings shall occur in Minneapolis, Minnesota; if, however, the arbitrator decides, based on evidence submitted, that the specified venue would result in undue hardship to the person making the claim (“claimant”), the arbitration will occur in a location specified by the arbitrator. Neither you nor USA Wood Door will be entitled to join or consolidate claims in arbitration.