

BORANO

Manufacturers Warranty

Custom wood doors manufactured by Borano, Inc. are warranted for one year from date of shipment to be of good material and workmanship and at the time of shipment free of defects that would render them unfit for ordinary recommended purposes. This warranty supersedes any other written or implied prior warranties.

Should a warranted door be found by Borano to be defective, Borano will at it's option, either:

1. Repair the door without charge, or;
2. Provide a replacement part or parts for repair of the door without charge, or;
3. Provide a replacement door in the same stage of fitting and/or finishing it was originally supplied.

It is the responsibility of the customer to inspect each door immediately upon receipt. If a defect is discovered, Borano must be notified by either e-mail, phone or written notice within 72 hours of delivery and before the item is installed or altered in any manner. Borano will not be liable for any initial claims after the 72 hour period.

Borano may request the customer to upload photographs to assist in determining and validating a claim. If a claim cannot be determined or validated by photographs, an inspection may be necessary. If an on-site inspection is necessary and a claim is found not to be warranted, an inspection fee may be assessed.

Borano will not be held liable for any item repaired or replaced without prior written consent.

Borano will not be held liable for or pay any cost to remove defective items or to install new or replacement items nor any finishing cost or consequential damages.

Any warranty replaced item will be shipped to customer freight collect.

If the claimed non-conformity is warp, Borano may defer repairing or replacing the item for a period up to twelve months from the date of the claim. It is not uncommon for a temporary warp condition to occur as the item adjusts to local humidity and temperature. This deferral will not be counted against the warranty period.

Single Door Slabs that exceed 42" x 96" carry no warranty. Pre-hung Double Doors (including jambs) that exceed 84" x 98.5" carry no warranty.

Doors shipped outside of the continental US are not covered by this manufacturers warranty.

The following are not to be considered defects in wood material or workmanship and are not covered by this manufacturer's warranty.

1) Wood items are susceptible to expansion and contraction caused by humidity and temperature variations. Small surface checking, shrinking or cupping may occur under certain conditions. These deviations from perfection are not considered flaws. Items that are not sealed and finished by Borano are not warranted for any surface variation.

2) Warp is considered a defect when it exceeds $\frac{1}{4}$ " in the plane of a door. Doors wider than 3'0" or higher than 8'0" are not warranted against warp. 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 cup and twist. In measuring the amount of warp present in a door, the following method must be used. In measuring the amount of warp present in a door, the following method must be used. Bow, cup and twist are measured by placing a straightedge, taut wire or string on the suspected concave face of the door at any angle (i.e., horizontally, vertically, diagonally). The measurement of bow, cup and twist is made at the point of maximum distance between the bottom of the straightedge, taut wire or string and the face of the door. Action on any claim for warp may be deferred at Borano's option for a period not to exceed (12) months after installation to permit the door in question to acclimate to temperature and humidity conditions.

3) Natural variations in the color, texture or grain of the wood or normal panel movement or shrinkage; cutting into mortise and tendon joints.

4) Doors which are improperly hung or do not swing freely.

5) Exterior doors that are not protected by substantial overhang and are exposed to extreme weather conditions.

6) Any condition arising from neglect or failure to properly maintain door.

7) Normal wear and tear, including normal wear and tear of weather-strip; and natural weathering of surfaces .

8) Discoloration, rusting or flaking of metal accent options, such as grilles, clavos, straps , etc.

9) Damage caused by others, installer or by any cause beyond the control of Borano, including but not limited to damage caused by misuse, abuse, accident or mishandling or by fire, flood, earthquake, or any other nature.

10) Defects or damages arising in, or as a result of shipment by common carriers, private transportation and/or other means of transportation are not covered by warranty

11) Any implied warranty shall be limited in duration to the period of this warranty. There are no warranties that extend beyond this warranty

12) Borano, Inc. shall not be held liable for consequential, indirect or incidental damages to any item or time schedule involved.

13) Finishes of Hardware: Each handle goes into an acid bath that varies the color of the finish, also time has a factor on varying finishes. If someone orders a handle and a year later orders another, the original handle has already changed in "time". Metal cleaners will remove the "aged" coating and change the look of the product.Ê There will be no guarantee for Oil Rubbed Bronze finishes because they change over time.Ê Finish defects such as abrasion and scratches will not be covered. The surface should be cleaned once a month with a mild non-abrasive soap and soft cloth, or just a damp soft cloth

This warranty extends only to the original purchaser and original structure and is non-transferable.

Handling and site finishing for unfinished doors

1. Unsealed doors must not be subject to abnormal heat, dryness or humidity, or sudden atmospheric changes. If doors are stored for more than one week, the entire door including all edges must be sealed
2. Store flat on a level surface in a dry, well ventilated building. Cover to keep clean, but allow air circulation
3. Handle with clean gloves and do not drag across other surfaces
4. The structural integrity of the door must not be impaired when fitting the door. There must be no alteration for lites, louvers, panels or any special details. Care must be taken in the application of the Hardware
5. All finishes on exterior doors deteriorate over time. Inspect the doors periodically for finish deterioration. Maintenance is recommended annually and is not to exceed manufacturer's recommendations. Be advised It is the responsibility of the purchaser, at the very least, to adhere to the manufacturers recommendations regarding the finish they have chosen to use. This natural wood product does require periodic maintenance over the life of the door to ensure your investment is kept at its optimal condition.

The Inside the crate instructions (on the following page) are sent via email and placed inside each crate for all Mahogany wood products and must be adhered to, too avoid voiding the manufacturers warranty.

Important You Must Finish your Wood Products within 5 Days of Receipt to avoid voiding your Warranty !

Please Note: Wood is an all natural product and your investment must be handled appropriately to avoid any issues !

!! IMPORTANT !!

Please read and understand the entire procedure before uncrating and finishing your doors. Be sure to follow the manufacturers instructions on product labels for finishing!

Doors with glass need to be lifted uniformly to avoid bending of the unit. Any broken glass claims need to be submitted with photographic evidence while the packaged door is still crated and within 72 hours of delivery. Glass claims not meeting this criteria will be automatically declined.

PREPARATION & APPLICATION:

Doors should be allowed to acclimate to the environment where they will be installed. This may take at least two days under average conditions. Avoid finishing immediately after a rain or damp weather and during periods of higher than average humidity. In very dry conditions, the door should be finished right after the wrapping is removed. Ensure adequate air flow around all surfaces of the door when conditioning.

Storage and Handling:

- 1) Deliver doors to the building site after the plaster, drywall or concrete is dry. If doors are stored at the job-site for more than one week, top, bottom and side edges MUST be sealed. Care MUST be taken to avoid edge or face damage.**
- 2) Store flat on a level surface in a clean, dry, well ventilated building. Protect from dirt, water and abuse, but allow air circulation. Doors must be sealed with an oil-based sealer or primer if stored for long periods.**
- 3) Doors should not be subjected to abnormal or sudden variations in heat, dryness or humidity and should not be exposed to direct sunlight.**
- 4) Doors should be stored at least 10' away from any heat source. Excessive heat on one area of the door creates uneven drying which results in warping and checking on the faces.**
- 5) Doors should be conditioned to the average prevailing humidity before hanging. In below-zero**