

One Year Limited Warranty Excluding Glass and Finish Application

(Ten Years on Structural Joinery)

Christie's Wood and Glass (Manufacturer) warrants that its door products are of sound material and workmanship and free from manufacturing defects that would render such products unserviceable or unfit for the ordinary recommended use for a period of one year from the date of shipment to the purchaser, with the exception of all mortise-and-tenon structural joints utilized in the construction of the door which are warranted for a period of ten years. Glass component fabrication and finish application are subcontracted at the request of the purchaser and are deemed to be "work performed by others" and as such are not inclusive in this warranty. All warranty claims must be submitted through the dealer from which the product was purchased. Manufacturer limits its obligation under this warranty to, at its option, repair of the defective component, replacement of the defective component or product, or refund of the purchase price with the return of the original goods to the Manufacturer. Replacement goods will be shipped to the dealer making the warranty claim in the same condition of fitting or finishing as the product which Manufacturer originally sold. Except as otherwise expressly provided herein, Manufacturer shall not be liable for more than the cost of the original product, and shall not be responsible for the cost of labor, installation, or finishing of the replacement or original product or for any other cost relating to the replacement of the product.

The following shall not be considered defects in material or workmanship and are not covered by this limited warranty:

1. Any warp or bow in any door wider than 42" or taller than 96". For doors 42" wide or less x 96" tall or less, warp not exceeding 3/8" in the plane of the door itself. For doors 36" wide or less x 84" tall or less, warp not exceeding 1/4" in the plane of the door itself.
2. Product installed in a location or condition that is improper for wood doors. (Examples include installation in an area where there is no porch or overhang, or where there is direct exposure to rain or water drain, or where there is excessive direct sunlight from a southern/western exposure.)
3. Bow or nonalignment in the frame or jamb in which the door is hung, if unit was not purchased from Manufacturer as prehung.
4. Variations or unsatisfactory results in gloss level, texture, or appearance resulting from the application of paint or any other finishing material.
5. Natural variations in the color, grain, or the texture of the wood.
6. Damage as a result of actions performed by those other than the Manufacturer or by any other cause beyond the control of the Manufacturer including, but not limited to, damage caused by misuse, abuse, neglect, accident, mishandling, or by fire, flood, earthquake, storm, tornado, heat, humidity or other acts of nature.
7. Damage due to trimming width or height more than allowed by Breeze Doors Installation Protocols or the Breeze Owner's Manual.
8. Damage caused by failure to properly seal *all* exposed surfaces within 14 days of delivery date. Proof of finish date must be provided.
9. Damage as a result of failure to perform normal homeowner's maintenance including, but not limited to, lubrication, fitting readjustments, and finish maintenance.
10. Product failure due to improper or incorrect installation.
11. Damage resulting from wood expansion or contraction.
12. Panel misalignment or panel checking due to panel expansion or contraction.
13. Damage caused by extreme temperatures due to unvented storm door utilization.
14. Damage caused by heat absorption as a result of painting the products with any dark color such as, but not limited to, Black, Charcoal, or Navy Blue.
15. Checks, splits, or blemishes that have been properly repaired or filled with epoxy, adhesive, or wood filler.

If the warranty claim is for warp, the Manufacturer *may* defer repair or replacement for a period of up to twelve months from the date of the claim as it is not uncommon for a temporary warp condition to occur as the door adjusts to local pressure, humidity, and temperature conditions. Such deferral will not be counted against the warranty period.

Claims made under this limited warranty must be written and filed within the period of this warranty and prior to commencement of any repair work. Dealer should mail claim to: Warranty Claims, Christie's Wood and Glass, 1166 S Skylane Drive - #2, Durango, CO 81303-6003. Claims should detail the date and place of purchase, the nature of the problem, the name, address, and telephone number of the customer making the warranty claim. The Manufacturer reserves the right and must be given a thirty day period in which to have the subject of any warranty claim field-inspected by the Manufacturer or its representative.

This warranty sets forth Manufacturer's maximum liability for its products and Manufacturer makes no other warranty with respect to its products except as set forth above, expressed or implied, including implied warranties of merchantability or fitness for a particular purpose. No distributor, dealer, or representative has the authority to change or modify this limited warranty. In no instance shall Manufacturer be responsible for indirect, consequential, or incidental damages.

This warranty gives you specific legal rights, and you may have other rights which vary from state to state. The duration of any implied warranty shall be the same as that of the expressed warranty stated herein.

With Respect to Glass

If your project contains glass or glass products, it is important to realize that glass is a very delicate commodity and is handled by many people from several different companies before it is ever acquired by our shop. Our obligations regarding glass are limited to providing our best efforts while it is in our control. We may clean and prepare the glass only to the extent necessary for installing it into your project. Please be aware that glass is rarely in perfect condition after being handled by so many different entities. Upon critical examination, there can be small scratches, grinder marks, sealed scratches, sealed streaks, chips, bubbles, or other blemishes. To expect the glass to be perfect in every way is unrealistic. Leaded glass windows are particularly susceptible to scratches, chemical stains, and streaks from attempted cleaning procedures. Textured and colored glass increases the difficulty in identifying and removing such blemishes. If we determine the blemishes to be minor or typical, we will accept the glass product and move forward with the glass installation.

The customer relinquishes the right of acceptance regarding the quality of the glass to Christie's Wood and Glass.

Over the years we have experienced most of the problems associated with tempered glass, leaded glass, laminated glass, and insulated glass units. We will exercise our best judgment regarding use of the glass products we receive. In the event that we find flaws or imperfections that we determine to be major or unsatisfactory, we will reject the glass from the vendor and request a replacement. Additional time may be needed to replace the objectionable glass, and the completion date may need to be extended.

Christie's Wood and Glass will exercise its best judgment for the timely and economical completion of your project and we are not to be held responsible for delays incurred in the pursuit of a quality product.

Insulated glass units are assembled by the glass vendor with a butyl airtight seal around the perimeter. We have had the occasional instance that this seal failed and condensation formed between the glass panes. This is obviously not our fault. The vendor claims the seal can be disrupted as a result of heat, humidity, changes in pressure, transportation, or installation with no visible proof of the cause for disruption. As a result, they offer no warranty for their insulated glass units.

Christie's Wood and Glass will not be held responsible for the failure of insulated glass seals.

If the client wishes to control the quality of the glass or its manufacturer, we require that he/she order the project "open-for-glass". In this case, the woodwork is prepared to accept glass of prescribed proportions and will include the necessary wood stops. The client can then obtain the glass products from his/her choice of supplier/installer.

Should the client wish to replace the glass after it is installed in the project, for any reason, Christie's Wood and Glass will not be held responsible for any costs incurred.

With Respect to Finish Application

All of the products we make are "unfinished". This means the woodwork has no paint, stain, varnish, oil sealant or surface coating to protect the wood from its environment. We do not have finishing facilities. However, as a service to our customers, we can send our products out to a local finisher (Jimmy's Custom Paint and Finishing) for most finishes. The owner, James Forquer, has an excellent reputation and has provided the finishes seen on our web site for nearly all of our products over the last ten years.

Having your finish application applied prior to delivery has distinct advantages. We install any glass after the finish has been applied so there is no masking or spillage onto the glass. We prepare the entryway by removing all hardware and detail sanding all components. As a result, all wood surfaces are finished including the areas that would be under the hinge leaves, hardware, and screen track. After the finish has been applied, we re-assemble all to its final state.

The consigned clear finish from Jimmy's is one coat of stain and two coats of varnish. If painted, it is one coat of primer and two coats of paint. Their warranty is limited to the fact that they will use the stain color or paint color specified on the Confirmation and apply the number of coats specified. If you are dissatisfied with the finish in any way, it is up to you to add additional coats or even strip the work and start over. In other words, they warrant only the mechanics of the finish operation. They do not warrant the artistic or quality level of the work. They are not to be held responsible if the stain color you specify does not conform to your expectations or if your expectations exceed their capabilities.

Alternatively, you have more direct control over the finish application if your project is ordered unfinished. You can choose your own finish contractor, monitor the level of quality, or apply alternative/specialty finishes. You can closely supervise color choices. You can solicit an alternative warranty that is to your satisfaction. You can even apply the finish yourself, saving money.

Jimmy's Custom Paint is self-monitored and all surface finishes are sprayed. If they identify drips, runs, or other blemishes, they will scrape, sand, and re-coat as necessary. Only when they have completed the project to their satisfaction will we be contacted to retrieve the project. While we allow two weeks near the end of the product's schedule for finish application, occasionally the finish application runs overtime and delivery of the project can be delayed without much advance notice.

Christie's Wood and Glass is not responsible for delays incurred by the finish application process.

With respect to any exterior finish application, it is important to point out that all finishes simply retard the moisture vapor exchange between the woodwork and the atmosphere around it. With a sound finish application, seasonal wood movement can be minimized, but it is never eliminated. Once your entryway has acclimated to your environment, it may continue to expand and contract seasonally. A sound finish will keep this movement to a minimum.

All finishes are temporary. All need to be refinished from time to time. The longevity of the finish is directly related to ultraviolet light exposure. Sunlight degrades the permeability of the finish. When that happens, moisture vapor enters the wood and does its damage. Paints are more resistant to

sunlight than clear finishes and will need to be refinished less often. Varnish can last ten years if the entryway is north-facing and protected by an overhanging roof. However, it will only last six months if the entryway is south-facing with no overhang. There are also a wide variety of other factors that can impede the finish from adhering properly to the substrate. The solution to the problem is to re-coat. This must be performed by your local finish contractor. Unfortunately, we know of and do not offer any type of maintenance-free finish, nor can we offer any warranty on the longevity of your finish.

Christie's Wood and Glass offers no warranty on the finish application.

With Respect to Hardware

Most of our customers select their hardware design from among the manufacturers that we represent. To make this as easy as possible, you only need to choose the design, finish color, and choose your option for the interior knob style. We will take care of any technical aspects to ensure proper fit and function of the hardware. All hardware purchased through us is installed at no charge, providing you with a significant discount.

Hardware is not "universal". Preparation varies based on the manufacturer and the design. If you are waiting for your door to arrive before you choose your hardware, we must not perform any hardware prep. In this case, your installer must perform the prep work.

As a third alternative, we can perform basic prep for the most common hardware used nowadays. Builders occasionally request this if they will be providing their own hardware and they know the pattern they will need. There is a charge for this hardware prep.

While we fully warrant the installation and alignment of the hardware we sell into the doors we build, we do not warrant the hardware itself. Warranties vary from one manufacturer to the other. Usually their warranty can be found on their web site or in their literature. You are usually required to file your warranty claim through the vendor that sold you the hardware. That would be us.

We do not have the power to supercede a manufacturer's warranty. If your claim does not fall within the manufacturer's parameters, then we must deny the claim. That does not preclude you from contacting the manufacturer directly to seek assistance.

Christie's Wood and Glass does not warrant your hardware beyond its proper installation, but will act as mediator with the manufacturer if you wish.

With Respect to Shipping

We reserve the decision to deliver our products on our truck or crate and ship our products with a common carrier. Our decision may be based on cost, project size, location, or convenience. Deliveries by either method are "FOB-Your Location" (Freight On Board). If delivered on our truck, you are responsible for unloading, carrying, and storing your project. Our driver will assist in any way he can.

More often, a project will be crated and shipped by common carrier. In this case, we will request a lift-gate for the delivery truck to safely lower the crate to the ground. You will be responsible for the cargo from that point forward. The carrier is responsible for the cargo while it is in their possession. Standard cargo insurance is in effect. If you wish to add additional insurance, you must indicate that prior to completion of your project. Additional charges will apply.

Christie's Wood and Glass is not responsible for the actions of others after the cargo is loaded for delivery.

After reading all of this you may think that we are not responsible for very much. That is true. In the broad scope of your entryway, from measurements through final adjustments, touch-ups, and call-backs, the actual construction of the entryway is a relatively small part.

We are proud to say that 97% of our completed projects are without complaints and 99.6% have been completed without error.