

UNFINISHED WOOD PRODUCTS

Limited Warranty

US Customized Finishes LLC provides a one year limited warranty on all unfinished wood products. All doors and unfinished wood products are guaranteed to be manufactured of quality materials and workmanship and free from defects that render them unserviceable or unfit for the use for which they were intended.

Because of the very nature of wood, it will expand and contract. Changes such as temperature, humidity and other conditions will produce expansion and contraction of the wood. Because wood will absorb moisture, even after it is finished, it can easily expand in certain geographic areas that are prone to high humidity just as wood will dry out and easily shrink in areas that see extreme heat. The result of these extremes is warped, twisted or cracked wood. Certain precautions must be taken during the storage, handling and finishing operations to maintain a moisture level at or below 8%. Doors found to have a moisture content above 8% will not be covered by this warranty. Doors finished with water based products will not be warranted.

Under no circumstances should unfinished millwork be delivered to a job or worksite that is under construction or open to the elements. Doors must not be stored in areas subject to abnormal heat, cold, dryness or humidity. Raw doors have not been sealed and therefore must be sealed immediately upon receipt. Sealing the doors with equal coats of finish on both sides and all edges within one week from delivery is necessary to minimize moisture absorption.

Cherry products require special care. It is necessary that all cherry products be finished immediately upon receipt due to the natural photosensitivity darkening process that is a characteristic of this wood.

Natural variations in color or texture of plywood and solid wood is not considered to be defective. To view details about rustic descriptions and grain variation for each material, please refer to the Wood Characteristics chart on page 3. These characteristics should be used as a guideline only. A warp or twist of 3/16" of an inch or less is not considered a defect. A twist is measured by placing the face of the door against a true plane surface.

US Customized Finishes LLC will not be responsible for improper handling or finishing and cannot be liable for unfinished wood products that have been left unfinished for more than one week after delivery by UPS or other carrier. Local customers will be contacted when orders are ready for pick up at our Suwanee, Georgia location. Warranty may not apply if problems arise and it is determined that items were not picked up within 5-working days after being notified that items were ready.

All doors less than 24" wide and 40" or less tall carry a warranty against warpage. Drawer fronts less than 24" wide and 12" tall also will have a warranty against warpage. Doors or panels over these dimensions can be ordered with multiple panels to reduce the risk of warping. You must specify multiple panels when placing your order. Glass frames and mullion doors are not warranted against warpage regardless of size.

All products are guaranteed to be within 1/16" of the size ordered. This 1/16" tolerance is an industry standard.

Please inspect all items upon receipt. Shortages should be reported within 5 days of receipt. No claims for shortage will be accepted after 30 days.

All items claimed to be defective must be reported within 5 days of receipt. Items claimed to be defective must be returned for inspection. Repair or replacement parts are provided. No accommodation for labor for removing parts or finishing on the part of the customer. Improper handling also includes abuse, misuse, and incorrect installation on the part of the contractor.

US Customized Finishes LLC will not be held responsible for delays caused by unavoidable accidents, transportation strikes, or other matters that are beyond our control. Warranty does not apply to freight damage. Damage should be reported to the truck driver at delivery and you should make sure that a notation is made on the bill of lading to assure that a freight claim can be filed and processed without delay. If the carton is damaged and you suspect damage to the contents, make the driver wait until you have had an opportunity to examine the product. Failure to note damage on delivery greatly reduces the chance for reimbursement. In the event you have freight damage, please contact the freight company for advice.

US Customized Finishes LLC

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