



Warranty

This warranty agreement is between MaxCraft and its Distributor, Dealer, or Seller of MaxCraft's products. Homeowners must notify their distributor, dealer or seller of any and all warranty claims. MaxCraft will only accept claims from the purchasing dealer, distributor or seller of MaxCraft's products.

Doors & Components

MaxCraft Doors, Inc. (MaxCraft) manufactures the most durable and energy efficient fiberglass doors and wood-fiberglass hybrid doors with the strongest warranties. We warrant that, subject to the conditions and exclusions stated below, our MaxGreen, IronMax and American-Classic door slabs and composite jambs carry a LIFETIME limited warranty. All other components (hinges, metal grilles, weather-stripping, flush-bolts, door sill, bottom sweep, corner seals) carry a ONE-YEAR (1) limited warranty against defects and workmanship from the date of pick-up by the distributor, dealer or seller.

Custom Products

MaxCraft makes custom products to its highest quality standards and there will be a 180 DAY LIMITED warranty on all custom products from the date of pick-up by the distributor, dealer or seller.

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

1. Damage caused by others or by any cause beyond the control of MaxCraft, including but not limited to damage caused by misuse, abuse, negligent care, improper installation, accident, mishandling, fire, storm, extreme weather, or other acts of nature.
2. Damage caused by failure to comply with the Care, Handling & Finishing Instructions available upon request from MaxCraft.
3. Failure to properly seal all exposed wood surfaces of the door and/or frames immediately after fitting and hanging
4. Variations in color, texture, grain or the physical appearance of the door naturally occurring are not considered defects.
5. The appearance or fading of the finished color is not covered. Paint blistering or peeling is not covered,
6. For doors 3' x 7' or smaller, warp not exceeding 1/4" in the plane of the door itself. For doors larger than 3' x 7', warp not exceeding 3/8" in the plane of the door itself.
7. Bow or nonalignment in the frame or jamb in which the door is hung if not purchased prehung from MaxCraft.
8. Damage resulting from the installation of a storm door, kick plate or peep hole with a MaxCraft door.
9. Glass breakage or damage for any reason. The physical appearance of glass (including scratches, color and coating of Low-E glass) is not covered by this warranty.
10. Product failure caused by improper installation such that the door does not swing freely.
11. Rusting, deterioration or appearance of all metal components.
12. All wood jambs, mull posts, T-Astragals, brick moulds and other wood components except for wood grilles
13. Warranty is null or void if:
 - a) Door has been trimmed or resized.
 - b) The purchased product is not fully paid.
 - c) Damage resulting from installing an IronMax and MaxGreen Black door on any side of a structure without adequate protective overhang, causing the door to be exposed to an excessive amount of direct sunlight and/or precipitation. A proper overhang extends outward a distance at least one-half of the height measured from the bottom of the door to the bottom of the overhang that is furthest from the door.
 - d) Any additional product applied or installed that traps heat or moisture to the door, glass, components or impedes the normal working of the door unit.
 - e) Door is not installed by our dealer appointed certified professional installers

Insulating Glass, Low-E glass and Flemish Glass

Insulating glass is only warranted against edge seal failure for ten (10) years. Seal failure is defined as being able to see moisture condensation on the inside of the insulating glass unit. Low-E clear glass has a bluish tint to it and it may appear coated, colored or even hazy looking from a distance, especially Low-E glass panels with TDL and SDL muntin bars. This is non-defective as Low-E glass is indeed coated with an ultra-thin layer of metal. Our rustic type Flemish glass comes with internal bubbles, scratch-look lines and other irregularities which are all the characteristics of the glass to give it a rustic look.

Claims, Procedures and Limit of Remedies

In the event of a defective product covered under this warranty, the **Distributor, Dealer or Seller** shall comply with the following claim procedures:

- 1) Send written warranty claim to: MaxCraft Doors, 2222 Northmont Parkway, Suite 200, Duluth, GA 30096.
- 2) Provide the nature or adequate description of defect(s) and photos showing the entire unit and areas in question of defect.
- 3) Upon MaxCraft's request, Consumer must permit the **Distributor, Dealer or Seller** to inspect the claimed defective door. MaxCraft must be given at least 30 days to have the claimed door field inspected by a company representative. Should the warranted door fail to conform to this written warranty, MaxCraft will at its discretion/option:
 - a) Repair/adjust the door at no cost to the **Distributor, Dealer or Seller**
 - b) Ship a replacement door or component FOB our warehouse to the **Distributor, Dealer or Seller** of origin without charge in the stage of fitting and/or finishing as it was originally supplied with the return of the original door/component.
 - c) Refund the original purchase price paid to MaxCraft by the **Distributor, Dealer or Seller** after the return of the original door, excluding shipping, packaging and all previous discounts applied to the order.

All freight costs to and from MaxCraft for a warranty claim are the responsibility of the **Distributor, Dealer or Seller**. No labor, removal, installation, disposal, finishing and/or consequential damages (ex. water damages to the home) will be covered. All products requested under the warranty claim must be returned and items must be received by MaxCraft within 30 days of a claim settlement. Returned items without adequate packaging protection during return shipment may void the warranty and may result in a bill back to the **Distributor, Dealer or Seller**. MaxCraft reserves the right to inspect any alleged defective products before verifying a claim and must be given at least 30 days to have any door, which is subject to a warranty claim, field inspected by either a company employee or a representative of the company.

MaxCraft reserves the right to discontinue or make product changes and improvements to specifications, materials and construction details that may not be reflected in the product catalog without notice. If a component originally installed is not available, MaxCraft shall have the right to substitute a component that, in MaxCraft's sole discretion, is of equal quality or value.

This warranty extends only to the original consumer purchaser through the **Distributor, Dealer or Seller** of MaxCraft's products. The original purchase order number and date recorded on the proof of purchase such as an invoice must be provided by the **Distributor, Dealer or Seller**. In order to qualify for the benefits under and thereby validate this warranty, the original **Distributor, Dealer or Seller** must mail a copy of proof of purchase to MaxCraft Doors at 2222 Northmont Parkway, # 200, Duluth, GA 30096.

This written warranty sets forth MaxCraft's maximum liability for its products. There are no other expressed or implied warranties beyond the description.