

One Year Limited Warranty Excluding Glass

(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 is subcontracted at the request of the purchaser and is deemed to be "work performed by others" and as such is not inclusive in this warranty. Warranty claims may be submitted directly to the manufacturer or 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 upon return of the original goods to the Manufacturer. Replacement goods will be shipped to the consumer or 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 inspection may be waived by the manufacturer.

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.

Advisories

Manufacturer reserves the right to make product improvement changes at any time regarding its specifications, materials, finishes, and construction details. (ie: We may make technical changes to our products without prior notice to consumers.)

All lumber used in manufacturing may vary in color and grain characteristics from board to board. This can affect the actual color or texture of an unfinished component, which can also affect the board's absorbency of finish materials such as stain, paint or varnish. This, in turn, may affect the color of a given board or the entire project. (ie: Using the same stain, hardwoods may absorb less than softwoods yielding a lighter shade of color. Boards of the same species may not have identical color or porosity generally yielding shade variations after finishing.)

Variances in computer monitor and printer settings, digital camera settings, and printed materials may also cause finish colors shown in print or web material to vary from the actual finish hue or tone.

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 eventually 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 on the airtight seal of 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

It is important to point out that all finishes simply retard the moisture vapor exchange between the woodwork and the atmosphere around it. They do not prevent it entirely. 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 or "restored" 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 may 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. Generally, the solution to the problem is to lightly sand and then re-coat. This must be performed by your local finish contractor. Unfortunately, we do not know of and do not offer any type of maintenance-free finish, nor can we offer any warranty on the longevity of your finish. This is entirely at the mercy of the surrounding environment.

Having your finish application applied prior to delivery has distinct advantages. We may install 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. We seal all surfaces of the woodwork. After the finish has been applied, we reassemble the project to its final state.

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.

Christie's Wood and Glass warrants that it will apply the stain color chosen by the client and seal the project with at least three coats of exterior varnish. However, due to environmental uncertainties at the destination location, we cannot warrant the longevity of the finish.

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 the customer 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 should not perform any hardware prep. In this case, your installer should perform the prep work, matching the patterns to fit your eventual hardware.

Alternatively, we can perform basic prep for the most common hardware used nowadays if the pattern is provided. 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 another. 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, destination, or convenience. All sales are FOB Durango, CO. During transportation, you are the owner of the product. If delivered on our truck, we are responsible for the project until it is delivered to your location. If delivered by common carrier, the freight company is responsible for your project while it is in their possession. If delivered on our truck, you are responsible for unloading, carrying, and storing your project. Our driver will assist in any way he can. If a common carrier is used, the project will be crated and we will request a lift-gate for the delivery truck to safely lower the crate to the ground at your destination. You will be responsible for the cargo from that point forward. 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 responsible for our own actions, not the actions of others, during transportation.

After reading all of this you may think that we are not responsible for very much. The truth is we are absolutely responsible for every aspect in which we are granted control. In the broad scope of taking your entryway from concept through installation to final touch-ups, there can be several entities, each responsible for their own actions. Regretably, we can only be responsible for those activities that are within our control.

We are proud to say that for over 43 years in business, 97% of our completed projects are without complaints and 99.6% have been completed without error.