

ROBERSON TRIM & CABINETS

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DOOR WARRANTY INFORMATION

GUARANTEE

All doors must be inspected upon receipt. Our guarantee is to cover the replacement and repair of defective product as originally delivered. **Any customization or specifications which fall outside of our recommendations or guidelines is not guaranteed.** See recommended guidelines below. Doors ordered outside of recommended specifications become the sole responsibility of the customer who ordered them. Warping of less than 3/16" on 40" is not considered a defect. This is measured by placing the door face vertically against a true surface. All products are built to the nearest 1/16" of the requested dimension. RTC reserves the right, in its sole discretion to either repair or replace any defective doors as defined under this limited warranty. There are no other warranties of any kind express or implied.

IMPORTANT INFORMATION ABOUT PROPER HANDLING OF WOOD PRODUCTS.

As a natural product, wood is similar to a sponge in that it will absorb moisture when exposed to high humidity and can become dry in arid conditions. The effects of this can cause the product to expand, contract, warp and even split if proper precautions are not taken during handling, storage and finishing. Unfinished wood requires protection from moisture and dramatic changes in temperature and humidity. Wood also has varying degrees of memory when stress is applied. If subjected to any stress which deforms the shape of the door such as poor or uneven stacking or storage, warping can occur which is not always correctable.

Recommendations

- 1) Wood should never be subjected to sudden changes in temperature or humidity
- 2) Unfinished wood should never be delivered to an uncontrolled job site that is exposed to the elements or has recently been plastered or drywalled.
- 3) Wood should have a high quality finish applied within 5 day of receipt.
- 4) Finish should be applied to **all** surfaces of the door regardless of exposure.
- 5) Light final sanding is recommended prior to applying darker finishes to prevent a poor result due to the raising of grain or contact during shipping and handling.
- 6) Any door claimed to be defective must be returned to RTC for inspection.

LIMITED WARRANTY – We produce unfinished wood products which cannot be monitored after being received by the end user and thus it is impossible for us to know the conditions under which it is kept. Any and all claims should be made within 5 days of receipt of order by the customer and prior to any modifications including installation of glass, shaping, hanging, hinging or finishing. All items subject to defect must be returned for inspection. Any returned product which has been modified not handled according to recommendations, or shows signs of exposure to extreme humidity, dryness, temperature sunlight or neglect will be deemed accepted by the buyer and voids any warranty. If our product is handled in accordance with our recommended guidelines, most problems will be minimized. Please remember you are dealing with an unfinished wood product that will warp, twist or crack within twenty-four hours if not treated or handled properly. Calking door panels voids all warranty.

All doors less than 20" wide or under 42" tall are guaranteed against warping and splitting from the date of invoice, as are drawer fronts less than 32" wide or 9" tall. Frame only doors without center panels have

no warranty from warping. No warranty for larger items and doors before installing or finishing because no allowance can be made for these items under the guarantee.

All hardwoods vary considerably in color, and we cannot assure you of matching color on styles, rails and panels. Dimensions are guaranteed within 1/16 inch. Doors **MUST BE RETURNED** by the homeowner or builder for free replacement. Unfinished doors exposed to high humidity or direct sunlight are not guaranteed. This warranty covers replacement or repairs of products as originally shipped by RTC.

COPE & STICK

Door Size Restrictions & Construction Parameters

2 ½" S & R STYLE	Mdl S/R Width	Rail Width		Min. Width	Min. Height	Max. Guaranty	
		Top	Bottom			Width	Height
Square	N/A	2 1/2"	2 1/2"	9 1/4" (RP)	8 ½" (RP)	21	43
		2 1/2"	2 1/2"	9 1/4" (FP)	6" (FP)	22	43
Arch Top	N/A	4 1/4"	2 1/2"	10 1/4" (RP)	9 ½" (RP)	21	43
		4 1/4"	2 1/2"	10 1/4" (FP)	9 1/4" (FP)	22	43

Drawer Front Size Restrictions & Construction Parameters

2 ½" S & R	Top & Bottom Rail Width	Style Width	Min. Width	Min. Height	Max. Guaranty	
SLAB	N/A	N/A	5"	4"	Width	Height
5-pc	2 ½"	2 ½"	9 1/4" (RP) 9 1/4" (FP)	8 1/2" (RP) 6" (FP)	36"	18"
5-pc Reduced Rail	2"	2 ½"	9 1/4" (RP) 9 1/4" (FP)	7 1/2" (RP) 5" (FP)	32"	12"

Door Size Restrictions & Construction Parameters

2 3/4" S & 3" R	Mdl S/R Width	Rail Width		Min. Width	Min. Height	Max. Guaranty	
		Top	Bottom			Width	Height
Square	2 3/4"	3	3	9 3/4" (FP)	8 3/4" (FP)	22	43
Arch Top	2 3/4"	4 1/4"	3	10 3/4" (FP)	9 1/4" (FP)	22	43

Drawer Front Size Restrictions & Construction Parameters

2 3/4" S & 3" R	Top & Bottom Rail Width	Style Width	Min. Width	Min. Height	Max. Guaranty	
SLAB	N/A	N/A	5"	4"	Width	Height
5-pc	3"	2 3/4"	9 3/4" (FP)	7" (FP)	36"	18"
5-pc Reduced Rail	2"	2 3/4"	9 3/4" (FP)	5" (FP)	32"	18"