

REAL SLIDING HARDWARE WARRANTY

Hardware manufactured by Real Carriage Door Company (hereafter referred to as "RCDC") is warranted to be free from defects in material and workmanship under intended use for a period of 2 years from the date of purchase by the original owner. Finishes are not covered by this warranty. Hardware sold by RCDC but manufactured by others will be covered under the manufacturer's warranty. If RCDC determines that any hardware is defective, RCDC will, at its option, repair or replace the defective part(s). Under no circumstances is RCDC liable for indirect or consequential damages of any kind. RCDC will not be liable, nor assume responsibility for damage or operational failures caused by supporting structures, surrounding structures, and/or equipment. RCDC is not liable if hardware is overloaded beyond the manufacturer's rated capacity, or improperly used in an application beyond the manufacturer's intended or recommended use, nor is RCDC liable for external causes such as abuse, or acts of Nature. Periodic maintenance and adjustments are the responsibility of the owner. RCDC will not cover maintenance and/or adjustments, or any services. Any hardware that has been modified voids all warranties. RCDC will assume no liability for any labor charges relative to the removal, or reinstallation of any product.

REAL BARN DOOR KITS WARRANTY

Real Barn Door Kits (hereafter referred to as RBDK) manufactured by Real Carriage Door Company (hereafter referred to as RCDC), are warranted to be free from defects in material and workmanship under intended use for a period of 1 year from the date of purchase by the original owner. Nicks, scratches, splinters, and rough spots are not considered defects and are inherent in a natural product. This warranty shall not extend or cover exterior uses of the RBDK. This warranty shall not extend or cover non-sliding applications of the RBDK. Finishes, whether applied by RCDC or the original owner are not covered in this warranty. The RBDK must be properly sealed on all sides with a high quality sealant or primer and finish paint within 7 days of receiving the kit. This warranty shall not extend to or cover any damages or claims for defects if the RBDK is not sealed and/or painted within the specified period of time. Should the RBDK be found defective as determined by RCDC or its representative(s), (e.g. warpage, structural cracks, etc.), RCDC will replace or repair said part(s). RCDC will not be liable for applying a finish to replacement parts. Maintenance and adjustments are the responsibility of the owner, and RCDC will not reimburse for any maintenance services, nor will RCDC assume liability for any labor charges relative to the removal, or reinstallation of replacement part(s). Any door that has been modified beyond its intended use voids all warranties.

Natural Product:

As wood is a material with natural properties and inherent characteristics, the following are not considered defects:

- Knots (filled or unfilled) in Rustic, Reclaimed or so-called "Knotty" wood doors, or doors over 2-1/4" in thickness.
- Natural color, texture, and density variances in any species
- Nicks, scratches, splinters, tight knots (smaller than a quarter), or "wooly" areas in some hardwoods.
- Superficial surface checks up to 3/64" in width

Warp:

Definition: "Warp" refers to a variation within the plane of the door itself. Warp does not refer to the door in relation to the frame or jamb in which it is hung.

Allowable Tolerance: Pursuant to WDMA I.S.6A, the allowable tolerance for 1-3/4" (and thicker) doors is 1/4" maximum in any 3'6" x 7'0" section.

Action on any claim for warp may be deferred for up to one year after project completion to permit doors to acclimate to temperature and humidity conditions. The deferral period does not count against the warranty period.

Warranty Description:

Upon the purchase of a RCD product, the buyer accepts this warranty and agrees it is the only official warranty, thereby excluding any other representation, warranty or condition, whether written or implied, offered by whomever, except if stated in writing by an authorized RCD agent.

These warranties are subject to the following restrictions:

The product has not been modified by or for the consumer by someone other than an authorized RCD agent.

The product has been used for its intended use under normal conditions, for individual residential use (excluding multiple residences or condominium).

The product has been properly installed (This may require verification by an approved RCD agent.)

Any claim must be submitted in writing to RCD within thirty (30) days of discovery of the alleged defect, and must be received by RCD within the period of the warranty. Otherwise, the warranty shall not be honored.

These warranties expressly exclude:

Any costs related to transporting the replacement product;

Any installation and labor charges related to the replacement product;

Any paint charges in the event the original door has been painted by or for the client;

Any cost that the user of RCD products may incur in exercising this warranty;

Any cost resulting from an accident or any other in the event of defective materials.