

# PALM CITY IRON WORKS LIMITED WARRANTY

**Terms:** In this Limited Warranty, the terms “we,” “us,” and “our” mean the Warrantor listed above. The terms “you” and “your” mean the consumer listed above. The term “product” means the product described above.

**Palm City Iron Works:** Warrants our products to the original homeowner to be free from defects in material and workmanship. All products are hand crafted and hand finished, therefore are considered to be unique to each owner; variations in finish and design are common in the finished product. Usage and exposure to various elements can and will affect the product in different ways. Palm City Iron Works reserves the right to repair or replace the product in question at its sole discretion.

**What we will do to correct problems:** To correct problems covered by this Warranty, we will only repair or replace the defective door part covered at the sole discretion of Palm City Iron Works.

**What this warranty covers:** Subject to the limitations provided in this Warranty and under applicable law, the periods of coverage are as follows:

- **Door Warranty:** The door is covered for a period of Five (5) years from the date of sale to you. We warrant that the product be free from defects in material and workmanship.
- **Paint and Finish Warranty:** The paint and finish that was professionally applied by the manufacturer is warranted for three (3) years from the date of sale to you. This warranty covers defects in material and workmanship for the original, manufacturer applied door paint finish.
- **Glass:** The glass is covered for one (1) year from the date of sale to you. We warrant the product will be free from defects in material and workmanship.

**What this warranty does NOT cover:** The handle, hardware, weather-stripping, post-manufacture paint finishes, labor charges for installation; removal or reinstallation of doors or damage from any cause other than defects in material and workmanship including but not limited to damage caused by: tape, tape residue, paint, pets, acid, stain, any other chemicals; accident, misuse, abuse, foreign objects, salt spray; improper installation, improper storage, unauthorized articles, modification, service; improper use, unreasonable use, failure to provide reasonable maintenance, force majeure, or acts of nature.

- **Glass:** Breakage due to foreign objects; cosmetic scratches and or distortion in or on the glass that do not impede visibility, glass color, bent glass, decorative/art type glass, distortion, minor glass imperfections that do not affect the normal vision or product performance and the imperfection shall not be detectable at a distance greater than 15 feet, imperfections or scratches in or on the glass due to foreign chemicals or acts of nature are not covered under this warranty.
- **Coastal installation:** Products installed within five (5) miles of any coast-line are covered for 1 year under this warranty.

**What we will NOT do:** There are limitations, conditions, and restrictions on the warranty coverage. We will **NOT** pay for any labor charges for installation, removal or reinstallation of doors. Labor charges for installation, removal, or reinstallation of doors will be at **YOUR EXPENSE**. While necessary maintenance, repairs, or labor on your product can be performed by any company, we recommend that you use only authorized companies. Improperly performing work or repair voids this warranty. We will **NOT** repair or replace: the handle; the hardware; hand applied paint finishes; products damaged by any cause other than defects in material and workmanship. This includes but is not limited to products damaged by: tape, tape residue, paint, acid, stain, any other chemicals; accident, misuse, abuse, foreign objects, improper installation, unauthorized articles, modification, service; improper use, unreasonable use, failure to provide reasonable maintenance, force majeure, or acts of nature.

**Shipping damage:** If you notice any damage to the packaging (wooden crate, cardboard packaging, protective wrapping) at arrival of your product, it is imperative that you note this damage on the documents from the shipping company and notify Palm

City Iron Works within 24 hours of receipt of the product(s). Shipping damages are not considered a product defect, therefore are not covered under this warranty.

**Extreme climates:** Palm City Iron Works are constructed of iron, insulated with Polyurethane insulation. Palm City Iron Works are manufactured with a 'continuous iron construction' for best performance, fit and security and do not have a "thermal break," allowing for the possibility of more thermal transfer than similar types of doors constructed out of other materials. As a result of this construction design, an increase in thermal transfer could occur, including temperature variation of the door in cold weather climates (typically well below freezing for sustained periods of time), resulting in temporary periods of condensation and/or frost on the outside and inside of the door unit with the possibility of moisture on and around the bottom of the door. This possible moisture build-up does not negatively impact the door, nor is it a sign of substandard manufacturing methods or product defect but could negatively impact trim and flooring if left unattended. Some contributing factors to this potential occurrence include but are not limited to: elevated moisture levels found inside the home, heat registers located near the door, and extreme temperature differences between inside and outside the home.

**Overhang requirements:** Doors need to be protected from the elements as much as possible to prevent potential issues. Doors should have adequate overhang to help shield elements from the door and while this varies by region and direction of door facing, the outward overhang should be equal to one half of the height of the bottom of your door to the base of the overhang. Failure to have this protection shall void your warranty in its entirety. *EX. If your door is 96" from the outside floor to the top of the door, your overhang should extend out 48" from the wall.*

**How state law relates to the warranty.** This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

**To ensure the beauty of your product, we suggest the following methods of care:** To clean your product, we recommend using a mild soap and water mixture with a soft cloth. Refrain from using harsh chemicals as well as abrasive cleaning materials on this product as this can break down the finish. We suggest greasing the door hinges once per year to ensure smooth operation of the door.

