

# Longevity Door™ Warranty

Product Invoice Date: \_\_\_\_\_  
Order Number: \_\_\_\_\_

**IMPORTANT NOTICE: Read this entire Somerset Door and Column™ Warranty before purchasing or installing this product. By purchasing or installing this product, you are acknowledging that this Warranty is part of the terms of sale.**

Somerset Door & Column warrants to the first retail purchaser of the product/merchandise described in the proposal/invoice against defects in material, workmanship and rotting for a period of ten (10) years from the original date of invoice. Products with insulated glass are also warranted against glass seal failure for a period of ten (10) years from original invoice date.

This warranty is effective for any Longevity Door™ manufactured on or after **August 1, 2024**, for normal owner-occupied single-family residences in the United States and Canada. Any previous warranties will continue to apply to door products manufactured prior to this date or outside of the Longevity Door™ category.

An overhang and finish maintenance are not required to maintain this warranty; however, deterioration of the finish – whether a factory finish or customer finish – is to be expected and is not considered a defect. Products left unfinished or unmaintained will remain warranted against rotting, but may see a build-up of mold. Though unattractive, the product will remain physically sound despite the presence of mold. The use of oil-based paint is recommended for factory primed doors.

This warranty does not cover any damage or defects caused beyond Somerset Door & Column's control including but not limited to:

- a. Products modified, altered, machined, cut or trimmed by anyone other than Somerset Door & Column or without its consent.
- b. Product misuse or installed in an abnormal manner including damage caused during handling and installation as well as bow or jamb frame misalignment.
- c. Any door in excess of 42" width or 96" in height.
- d. Door designs specified by other than manufacturer that have design or structural flaws including details considered problematic as mentioned on original proposal.
- e. Warpage not exceeding one-fourth inch (1/4") in the plane of the door.
- f. Warping of doors with a height of 80" or more without a multipoint lock system installed by the manufacturer.
- g. Wood checking (small cracks) in Accoya is normal and not considered a defect.
- h. Normal discoloration or wear from product usage or age, including normal wear of weatherstrip.
- i. Non-stainless steel fasteners.
- j. Accidents, including accidental glass breakage.
- k. Application of after-market window films to glass surfaces.
- l. Corrosive elements exposure.
- m. Hardware finishes.
- n. Door finish.
- o. Water infiltration due to flooding or prolonged water exposure.
- p. Products exposed to unusual stress or strain from movement, settlement or vibration of the building.
- q. Scratches, abrasions, or damage caused by improper handling or cleaning.
- r. Discoloration or fading caused by product's exposure to direct sunlight.
- s. Issues caused by extreme temperature build-up or doors installed too close to heating or cooling sources.
- t. Acts of God.
- u. Finishing or modifying the structure containing repaired or replaced product.
- v. Any damages or shortages not reported to Somerset Door & Column within five (5) days of product receipt.
- w. Products that have not been paid for in full.

If a Longevity Door™ becomes defective within the specified warranty period, it should be reported to the original place of purchase, along with the original purchase information. Upon receipt of your notification by Somerset Door & Column, we will send out an acknowledgement within three business days to the contact, which you have provided. We may require photos of the product, elect to inspect the product(s) or have a representative inspect the product(s). If your claim is approved, Somerset Door & Column will (1) repair, (2) replace in the same specification as the original product or its nearest equivalent current product or (3) refund the price originally received for the product(s) at our sole discretion. Replacement products, components and services are warranted for the balance of the original product or service warranty, or 90 days, whichever is longer. Somerset Door & Column specifically disclaims any and all implied warranties of merchantability and fitness for a particular purpose. We are not responsible for incidental or consequential damages resulting from breach of warranty nor any labor or shipping charges in connection with repair or replacement of defective parts.

