



## Steelwood Entries Limited Iron Warranty

### **Structural Warranty:**

Steelwood Entries warrants that the structure, bearings, hinges, and latches are free from defects in materials and workmanship for a period of 5 years from the date of purchase.

### **Glass Warranty:**

Glass is covered for 1 year against any material obstruction of view caused by defects in materials or workmanship under normal conditions.

### **Finish Warranty:**

The finish is warranted for 1 year. This warranty is void if the door has not been properly stored, installed, or maintained.

**Exclusions from Warranty:** The following are not considered defects and are not covered under this warranty:

- Damage caused by factors beyond Steelwood Entries' control, including misuse, mishandling, or natural events.
- Damage or excessive wear of the finish due to exposure to the elements from inadequate overhang. A minimum overhang equal to half the distance between the bottom of the door and the bottom of the overhang is required.
- Scratches and scuff marks on the finish from shipping or installation (touch-up kits are available for purchase).
- Minor color differences in the finish, as each door is handmade and unique, leading to slight variations in color.
- Condensation or temperature changes on the interior of the doors during extreme weather conditions.
- Rust in areas where the door's finish has been scratched or compromised.
- Labor and delivery costs associated with warranty replacements.

**Claim Procedures and Remedies:** To make a warranty claim, email [warranty@steelwoodentries.com](mailto:warranty@steelwoodentries.com) within the warranty period. Upon validating a claim, at our discretion, we will:

- Provide a replacement product at no cost.
- Refund the purchase price of the product.
- Offer a replacement door at a discounted price.
- For defects in factory-applied finishes, Steelwood Entries will refund up to \$300 to the owner.

**Maintaining and Cleaning Your Door:** For cleaning, use mild soap and water with a soft cloth. Avoid harsh chemicals (such as mineral spirits or Oops Remover) and abrasive materials, as they can degrade the finish and potentially damage the door. Additionally, grease the door's hinges once a year to ensure smooth operation.