

Steelwood Entries Limited Mahogany Warranty

Steelwood Entries' unfinished mahogany door slabs and units are crafted with top-quality materials by expert artisans to ensure you receive the finest door available. We offer a 1-year limited warranty on all unfinished mahogany door slabs and units against material defects, provided they are installed and maintained correctly. The glass is warranted for five years against any material obstruction of view due to defects in materials or workmanship under normal conditions. The warranty begins on the date of purchase and is void if payment for the corresponding bill is outstanding.

To maintain this warranty, the following finishing instructions must be adhered to:

- Finish the door slab/unit on all five sides (front, back, sides, and top) within 24 hours of delivery.
- Apply four coats of high-quality marine-grade polyurethane initially (five coats if the door is exposed to direct sunlight) and reapply varnish annually.
- Avoid using dark stains or paints on surfaces exposed to direct sunlight to prevent warping or excessive deterioration.
- Ensure the door is protected by an overhang that is at least half the height of the door.

Exclusions from Warranty:

The following are not considered defects in materials or workmanship and are not covered under this warranty:

- Damage caused by factors beyond Steelwood Entries' control, including but not limited to misuse, mishandling, or acts of nature.
- Damage resulting from improper maintenance, including failure to refinish the door annually.
- Warping up to 1/4" in any plane of the door for any 6'8" tall door up to 36" wide.
- Glass breakage or damage for any reason.
- Natural variations in color, texture, or general surface appearance of wood.
- Freight charges to or from Jemison Wholesale Door or any refinishing or reinstallation costs for any warranted door.

Claim Procedures and Remedies:

To make a warranty claim, email warranty@steelwoodentries.com within the warranty period. Upon validation of the claim, we will, at our discretion:

- Provide a replacement product at no cost.
- Refund the purchase price of the product.
- Offer a replacement door at a discounted price.