



LIMITED Warranty

BENCHMARK Stain Grade Series Products

Revised FEB 2019

What is covered?

- Wood door sections for material defects and workmanship that would render the door unfit for ordinary purposes, PROVIDED it is finished according to Artisan directions and provided regular care and maintenance guidelines provided by Artisan are accurately followed.
- Artisan applied Factory Finish for material defects and workmanship under normal, non-extreme weather conditions, provided the regular care and maintenance guidelines as provided by Artisan are accurately followed.
- Track and hardware under normal, residential usage
- Installation by an Artisan Authorized dealer.

What is NOT covered?

- Doors that are installed BEFORE complete and final finishing on ALL edges and BOTH sides of EACH section.
- Transfer of warranty to new home owners
- Improper Installation by an unauthorized person or dealer
- Natural variations in color or texture of wood
- Surface grain separations
- Ordinary and expected weathering, Normal fade due to sun exposure to the elements, which is defined here to be fading, chalking or darkening of the surface due to natural sunlight and extreme atmospheric conditions of your geographical location.
- Normal expansion and contraction of joints
- Field applied paint or stain finishes of any kind, or incompatible materials applied by customer or any third party.
- Failure to follow Artisan supplied care & maintenance instructions.
- Variations or unsatisfactory results in gloss levels, texture or appearance resulting from field applied stain/top coats.
- Stain & Top coat finish defects due to dark color finishes applied to doors that are placed in high heat, direct sunlight exposures, typically south & west exposures, where heat build-up is excessive.
- Any product or component which is modified, altered or not part of the original door.
- Abuse, neglect, improper handling & storage
- Impact of foreign objects, earthquakes, lightning, ice, fire, tornado, windstorm, flood or any other acts of God
- Pollution, acid rain, contact with harmful chemicals or vapors,

Time frame of Warranty coverage:

- Wood Door sections: (1) ONE year from date of factory shipping.
- Track & Hardware: (3) THREE years from date of installation by AUTHORIZED Artisan Dealer.
- Factory Finish: (1) ONE year from date of factory shipping.

Your responsibilities to keep Warranty in Effect:

- Follow ALL of Artisan's recommended handling, storage, finishing and maintenance instructions.
- Perform an annual inspection of door according to Artisan's maintenance & care instructions.
- Failure to follow Artisan Maintenance & Care instructions, as determined by an Artisan Company representative will VOID this Warranty in its entirety.

To correct problems, Artisan will:

- Have the sole discretion to determine, based on reasonable criteria, whether the door is suffering from normal weathering.
- Determine the extent of the problem and its source.
- Repair or replace any part that is determined to be defective.

Artisan will NOT:

- Refund your initial purchase
- Pay for the labor to remove and return any defective parts/doors to our factory.
- Pay for the labor of the new installation.

How to file a Warranty claim

Consumer, Purchaser and/or Authorized Dealer must provide the following information in a letter or a completed Product Incident Report (available from your Dealer) mailed or electronically sent to Artisan (address below) within 90 days from date of defect discovery:

- Customer Name, complete address and phone number
- Dealer name and contact person information
- Photographs showing the issue with your door
- Date of installation
- Artisan Factory Order Number (4 digit number on label visible on side on door sections.)
- Description of problem

Artisan reserves the right to investigate any claim and consumer/purchaser and/or authorized dealer need to provide Artisan and our authorized representatives, a reasonable opportunity to inspect and test the product, its installation and the environment in which it was used. Upon verification of a claim, Artisan, shall, at its sole discretion, either arrange for repair or replacement of Product.

State Law as it Relates to this Warranty

Some States and provinces do not permit limitations on the duration of implied warranties or exclusions or limitations of incidental or consequential damages, so certain limitations set forth in this Limited Warranty may not apply to you.

Additional Conditions:

- This warranty may not be altered or amended except in a written instrument signed by Artisan and Consumer purchaser and/or Authorized Dealer.
- Artisan has not authorized any dealer or other person to make statements or representations regarding the performance of our products except as contained in this Warranty, and Artisan shall not be bound by any such statements other than those contained herein.
- The foregoing Warranty is exclusive and in lieu of any and all other applicable warranties express or implied, including without limitation, any implied warranty or merchantability or fitness for a particular purpose.