

# VICTORIA STRONG

## VICTORIA STRONG MANUFACTURING CORPORATION INTERIOR DOOR WARRANTY

Victoria Strong Manufacturing (VSM) strives to manufacture beautifully handcrafted & lasting interior doors while adhering to high industry standards. VSM will warrant the original buyer of VSM interior doors for five (5) years from the invoice date.

As with all wood products, doors are susceptible to expansion, contraction and/or warping which are caused by variations in humidity and temperatures. This warranty applies only if the following care and handling instructions have been followed correctly:

1. Doors should be handled with proper care. They should not be dragged across each other or other surfaces. Handle with clean gloves.
2. Under no circumstances should the unfinished doors get wet prior to staining and/or painting.
3. Doors must be stored so that it is not exposed to the elements or allowed to sit in a damp area or standing water. Area must be between 25%-55% relative humidity and 50 degrees F (10 degrees C) to 90 degrees F (32 degrees C).
4. Certain species of doors are susceptible to discoloration from direct sunlight; therefore, all doors should be protected from light sources with coversheets or wrapping material.
5. Doors must be sealed with a quality sealer on all six (6) surfaces.
6. All VSM doors must have at least three 3-1/2" hinges installed.

Since VSM cannot control the handling or exposure of doors after shipment. The purchaser must inspect the doors immediately. If there are any visible defects to doors, all complaints should be reported to VSM upon receiving the merchandise & prior to any installation.

### WARRANTY LIMITATIONS & EXCLUSIONS

The following are not considered defects to the product and are not covered by this warranty:

1. Any door product that is over thirty-six inches (36") in width and/or ninety-six inches (96") in height.
2. Warp not exceeding 1/4" in the plane of the door.
3. For 1-3/8" thick doors, warp not exceeding 1/4" in the plane of the door sized thirty-six inch (36") in width and eighty- four inches (84") in height.
4. Warp on "sliding" doors without the **Steel Spine™** option (see below for details) are not covered under any warranty. "Sliding" door include pocket doors, by-pass doors, barn doors or any other sliding door application.
5. Damage caused by attempts other than VSM to repair the door product.
6. Improper installation, handling, or onsite storage. Storage damage includes moisture in doors due to humidity.
7. Damage due to trimming the door product.
8. Damage caused by failing to seal all six (6) sides of the door product. All edges must be sealed immediately after fitting and hanging.
9. Defects caused by bow or non-alignment in the frame or jamb in which the door is hung or improper hanging.
10. Variations or unsatisfactory results from the field application of paint or other finishing material.

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### THE COMPANY THAT DEFINES THE INDUSTRY

3-2463 ROYAL WINDSOR DRIVE    MISSISSAUGA, ON    L5J 1K9  
P 905.908.0035    F 888.738.9023  
[www.victoriastrong.ca](http://www.victoriastrong.ca)

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11. Slight expansion due to differing environmental conditions.
12. Damage caused by others or by any cause beyond the control of VSM, including but not limited to, damage caused by normal wear and tear, customer misuse, abuse, neglect, or alteration and/or Acts of God.
13. Doors shipped out of Ontario, Canada.
14. Natural variations in the color, grain, or texture of the door.
15. Warranty time frame is reduced if the door product is installed 5 miles of any body of salt water by 50% (i.e., a 5-year warranty will change to a 2.5-year warranty)
16. Any CUSTOM layout designed doors, that are not part of VSM current catalogue availability.

### Steel Spine™

Should the "sliding door" have the **Steel Spine™** option chosen at the time of purchase, then standard warranty applies.

### Stain Grade Veneer Doors

Veneered doors are limited to the veneer grading, species, color and cut. Natural variations in the color, grain and texture are considered normal. Only the **Stately Veneers™** by VSM will be warranted for color and grain consistency.

Should the door/s fail to conform to this warranty within a period of five (5) years from the invoice date, VSM will, at its option, (a) repair the door/s, (b) replace the door/s in the same stage as was initially supplied by VSM, or (c) refund the price originally paid to VSM for the Product.

VSM is not responsible for transportation, shipping, removal, finishing, labor or installation charges or costs incurred in replacing the door/s or any other costs relating to the replacement.

Claims under this warranty must be made in writing, with proof of purchase and prior to any repair work, to: Victoria Strong Manufacturing, 3-2463 Royal Windsor Drive, Mississauga, Ontario L6K 0J1. VSM reserves the right and must be given a thirty (30) day opportunity to have a VSM representative field inspect the door product.

### Service Warranty

VSM will adhere to pick up items for repair/inspection free of charge from locations that are within our delivery boundaries including: Mississauga, Oakville, Burlington, Milton, Halton Hills, Brampton, City of Toronto and Markham. Should VSM be scheduled to collect items from outside these boundaries, charges will apply.

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