

Timberlane, Inc. warrants your garage door will be free from defects in materials and workmanship for the time periods stated below. The effective warranty period begins on the date of installation. This warranty is non-transferable and applies only to the original purchaser for all doors purchased as of Jan. 1, 2021.

### Warranty Inclusions:

Timberlane, Inc. will repair or replace (at our sole discretion) any garage door section(s), section components, operating hardware, spring components, and factory-applied finishes that are determined to be defective in material or workmanship, so long as written notice is provided within the warranty periods listed below.

### Warranty Periods:

#### *Vintage Wood Doors:*

- Wood Door Sections – (2) years from date of installation
- Track & Operation Hardware – (3) years from installation by Timberlane Authorized Dealer
- Factory Applied Finishes – (1) years from date of installation

#### *Fusion Insulated Steel Core & Wood Doors:*

- Insulated Steel Door Sections – (7) years from date of installation
- Wood Overlay & Trim Components – (2) years from date of installation
- Track & Operation Hardware – (3) years from installation by Timberlane Authorized Dealer
- Factory Applied Finishes – (1) years from date of installation

### Warranty Exclusions:

- Any labor costs associated with a warranty claim including removal, reinstallation, installation, and/or finishing of door, door section(s), and hardware
- Natural weathering, chalking, fading or color change of door surface due to exposure to natural sunlight
- Natural color and grain variations in wood
- Any applied finish other than Timberlane factory-applied finishes
- Door glass (lites) and decorative hardware attached to the door
- Product failure caused by improper installation by an unauthorized individual or Dealer
- This warranty does not apply to any door or component, which has been damaged or deteriorated due to misuse, accident, Act of God, or failure to provide necessary periodic maintenance as described below in section *Owner Responsibilities to Maintain Door Warranty*
- Should a door component or section require replacement under the terms of this warranty, finish color variations of replacement parts/sections might occur due to weathering and fading of existing components/sections. This is not a factory defect and is not covered under this warranty.

### Owner Responsibilities to Maintain Door Warranty:

Perform annual door maintenance which includes the following:

- Wash exterior of door with soft cloth and mild non-grit detergent and rinse with garden hose. DO NOT use a pressure washer as this will damage the door surface and will void this warranty.
- Touch up any dings or nicks with paint or stain as required.
- Dull stain finishes on wood doors can be restored by applying a maintenance coat once the door is clean. Contact Timberlane for details.
- Sparingly apply common household lubricant (such as 3-IN-ONE) to all moving hardware pivot points.
- Inspect all fasteners and tighten any that are loose, exercising caution to not overtighten.

#### Warranty Claim Process:

- Contact Timberlane Customer Service immediately upon discovery of the defect by sending an email to [customerservice@timberlane.com](mailto:customerservice@timberlane.com) or calling 800-250-2221
- You will be required to provide the following,
  - Your name, address and phone number
  - Proof of purchase
  - Installation Dealer name
  - Description and pictures of the issue
- Timberlane shall have the right to investigate any claim. Customer agrees to provide a Timberlane representative and/or our authorized Dealer the opportunity to inspect the door, its installation, and the conditions in which it was used. Upon verification of the claim, Timberlane, shall at its sole discretion, arrange for repair or replacement of the affected components.

**This warranty constitutes our entire and exclusive warranty as to Replacement Parts and is the sole and exclusive remedy for product defects in material and workmanship. We do not assume (and have not authorized any other person to assume on its behalf) any other warranty or liability in connection with any product covered by this warranty.**

**THERE IS NO WARRANTY OF MERCHANTABILITY, WARRANTY OF FITNESS FOR ANY PARTICULAR PURPOSE, OR ANY OTHER IMPLIED WARRANTY BEYOND THE PERIODS DESCRIBED ABOVE. SELLER WILL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR FOR ANY FURTHER LOSS, WHICH MAY ARISE IN CONNECTION WITH ANY CLAIM.**