

Timberlane, Inc. Luxcore Garage Doors are guaranteed to be free of commercial defects in materials and workmanship for a period of one year following shipment. Timberlane will repair or replace at its option any material which proves to be defective under normal use provided the same has been left in its original condition during the term of said guarantee period. Material adjudged defective by Timberlane will be repaired or replaced at Timberlanes' option and expense and will be returned freight prepaid.

The warranty does not apply to any damage or deterioration caused by abuse or misuse, failure to provide reasonable and necessary maintenance, improper installation or handling of garage door or electric garage door opener, fire, hail, flood, wind or any other Acts of God or nature, alterations and/or additions to door, or environmental conditions, including, but not limited to: (1) areas subject to fallout or exposure to corrosive chemicals, fumes, ash, cement dust, animal waste, or foreign substances, (2) areas subject to water runoff from lead, copper, or galvanic metal flashing, and (3) areas subject to excessive abrasion such as exposure to windborne sand and other harsh particles. Materials not properly finished, not used in a normal manner, or materials that have been abused or damaged will be repaired or replaced at the customer's expense, and shipped freight collected. The effective warranty period begins on the date the product is shipped. This warranty is non-transferable and applies only to the original purchaser for all doors purchased as of April 26, 2021.

### **Limited Door Section Extended Warranty:**

Timberlane further warrants the garage door base sections (core only) for the above mentioned products not to crack, split, or peel for a period of 15 years, providing the sections have been left natural white or finished with a Timberlane Premium Paint Finish. Warranties are non-transferable.

### **Limited Lifetime Door Section Extended Warranty:**

Timberlane further warrants the PVC overlay in the above mentioned product against rotting, termite damage, and rusting through for life. Warranties are non-transferable. If the need does arise to replace a section or sections, they will be provided as they were originally ordered from the factory. Timberlane cannot guarantee new finished sections will perfectly match the existing sections, as fading does occur over time. Timberlane shall also not be responsible for supplying finished sections for doors finished outside the factory. In addition, new unfinished sections may be a slightly different color white than the existing section(s). Timberlane accepts no responsibility for this.

### **Disclaimer:**

This document sets forth the only warranty applicable sold hereunder. No other representation or warranty on the part of the seller, expressed or implied, shall apply to the product or to their performance, all such warranties (including any warranty of merchantability or fitness for any purpose) being hereby disclaimed. In no event shall Timberlane be liable for consequential or incidental damages.

Claims under this warranty must be submitted to [customerservice@timberlane.com](mailto:customerservice@timberlane.com) promptly after discovery of the defect and prior to any repairs. Timberlane warrants that upon inspection, Timberlane will, at Timberlane's option, repair, or replace the items of a Timberlane Garage Door that are defective in material or workmanship. Any expenses for shipping, removal, installation, painting or other labor shall be the responsibility of the original purchaser.

### **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.

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