

Thank you for purchasing your custom door(s)/window(s) from Tague Lumber. Please read the following Care & Handling Instructions & Warranty Information to protect your investment.

### Care & Handling Instructions

1. To keep doors/windows protected use clean gloves & equipment, cover, but allow for air circulation. Carry, do not drag doors/windows over anything.
2. Store flat on a level surface in the area where the doors/windows will be installed. Maintain humidity levels of 25% to 55% & maintain a room temperature of 68 degrees F. Avoid stacking on end.
3. The entire door/window, including top & bottom edges must be sealed within 5 days of delivery with a clear or pigmented based high quality sealer (preferably oil based) to prevent moisture absorption.
4. Never subject doors/windows to abnormal heat, dryness humidity for prolonged periods. Important: Wood doors/windows should be conditioned to 25% to 55% humidity before hanging.
5. Jamb & stops must be set perfectly square before hanging.

### Limited Warranty

Tague Lumber (TL) warrants, subject to the conditions and restrictions contained below, that each stile and rail door or window manufactured and sold by TL shall be free from defects in materials and workmanship from the time of manufacture for a period of one year. Should a TL stile and rail door or window fail to conform to this written warranty, TL will, at its option, either repair the door/window, ship a replacement door/window to the person making the warranty claim in the same condition of fitting or finishing as the door/window which TL originally sold, or refund the original purchase price paid to TL for such door/window. TL shall not pay for the cost of labor, installation or finishing of the replacement or original door/window or for any other cost relating to the replacement of the door/window, all of which shall be the sole responsibility of the person making the warranty claim.

The following shall not be considered defects in material or workmanship and are not covered by this limited warranty:

1. Warp for any door/window wider than 42" or taller than 96";
2. Warp for any exterior door that does not have Multi-Point Hardware;
3. Warp for any nominal 1 3/4" thick by 42" wide by 96" high or smaller door/window, not exceeding 1/4" in the plane of the door/window itself;
4. Bow or nonalignment in the frame or jamb in which the door/window is hung if such is purchased from TL unmachined and not prehung;
5. Variations or unsatisfactory results in gloss level, texture or appearance resulting from the field application of paint or any other finishing material;
6. Natural variations in the color or texture of the wood;
7. Damage caused by others or by a cause beyond control of TL, including but not limited to damage caused by misuse, abuse, accident, mishandling or by fire, flood, earthquake, storm, tornado, or other acts of nature.  
"Misuse" of a door/window includes, but is not limited to, using a door/window on part of a building without providing adequate overhang or an appropriate finish color. Adequate overhang depends on the typical weather conditions of the area where the door/window is to be used, but typically means an overhang projecting a distance from the structure one half the elevation which is farthest from the door/window. In order to reduce the chance of warping or checking, dark-colored finishes should be avoided on all surfaces, especially on light-colored wood species, or if the door/window is exposed to direct sunlight;
8. Damage due to trimming more than 1/2" from the top or 1-1/2" from the bottom (doors only, no trimming allowed on windows);
9. Damage caused by failure to comply to the Care & Handling Instructions;
10. Failure to perform normal maintenance, including maintaining the finish;
11. Product failure due to improper or incorrect installation;
12. Attempts to repair TL products other than by TL;
13. Surface checks that are less than 1/32" in width and/or 2" in length;
14. Panel movement (shrinkage) of 1/8" or less. Temperature and humidity may cause the wood panels in your door to shrink, leaving an unfinished line along the panel edge. The panels in your door have been designed to "float";
15. Damage caused by extreme temperature buildup where a storm door/window is utilized. Storm doors/windows must be vented to eliminate this temperature buildup;
16. Slight expansion due to varying environmental conditions, such as temperature & humidity.

If the claimed nonconformity is warp, TL may defer repairing or replacing the product for a period of up to twelve months from the date of claim or the date when the product was installed, as it is not uncommon for a temporary warp condition to occur as the door/window adjusts to local humidity and temperature conditions. This deferral will not be counted against the warranty period.

Claims under this Limited Warranty must be made within the period of this warranty and prior to the beginning of any repair work. TL reserves the right and must be given at least a ten day opportunity to have any door/window which is the subject of a warranty claim field-inspected by a TL representative.