

# TimberKast Limited Warranty



All Timberkast products are guaranteed free from defects and workmanship for a period of five (5) years from delivery date. This limited warranty shall extend only to defects in the material and shall not extend to any other deterioration of the surface caused by or contributed to by structural or design faults, normal wear and tear, damages from improper handling, installation or use, negligence, vandalism, natural disasters or acts of God, excessive moisture contact or ponding, mishandling in transit or any other cause except defects in the material. Warranty is limited to replacement and / or repair of defective materials only at TIMBERKAST's discretion. TIMBERKAST does not warrant labor, transportations costs, damage, or expenses of any kind related to the sale or use of this product.

Factory applied finishes are warranted for a period of three (3) years from delivery date to be free of defect including cracking, peeling or bubbling. Warranty does not cover anticipated wear and tear and reasonable normal loss of color gloss.

THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, WRITTEN OR ORAL, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PURPOSE, OTHER THAN AS EXPRESSED HEREIN.

## TIMBERKAST Defective Products Policy

Installation: Dealer agrees to follow approved installation guidelines, as provided by TIMBERKAST. Dealer also agrees to follow all local and state building codes with regards to installing TIMBERKAST products. All installations must meet garage door safety standards including, but not limited to new springs for adjusted weight, approved brackets or spacing for new door thickness, tracks, openers, line tension, etc. TIMBERKAST shall not be liable for any product failure, damage, or injury that results from improper installation.

Defective Products: If an installed TIMBERKAST product is determined to be defective, as defined herein, TIMBERKAST will replace and/or repair the defective product at TIMBERKAST's discretion.

Definition of a Defective Panel: A defective TIMBERKAST product is defined as material that exhibits characteristics that fall outside TIMBERKAST's acceptable tolerances for quality. Specifically, if a panel were to deform by expanding or contracting (a natural property of polyurethane processes) beyond the ship lap area; excessive warpage greater than 1" from the mounting surface; presence of a visible air bubble on the surface greater than 1/8" in diameter; factory finish paint peeling/chipping away from the surface area where no physical damage is apparent; factory edges exceeding an edge tolerance of plus or minus 3/16".

Dealer must complete a TIMBERKAST Defective Products Report (DPR) detailing; date of purchase; purchase order number; date of installation; a detailed description of the product defect; provide supporting photography. Note: TIMBERKAST may request at its discretion a returned sample of the defective element. TIMBERKAST will ship replacement elements F.O.B. destination within 14 business days upon receipt and notice of acceptance of the DPR to the Dealer.

A complete description of the defect must be provided by the dealer to TIMBERKAST at [admin@timberkast.com](mailto:admin@timberkast.com) for review and approval. Any damage or affects on a homeowner's personal property, including the physical garage door, caused by the Dealer will be the sole responsibility of the Dealer or Homeowner.

