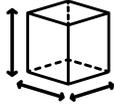




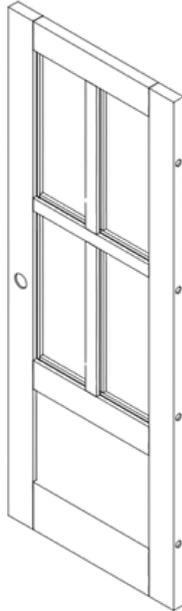
Doors Warranty Policy

Door Sizes

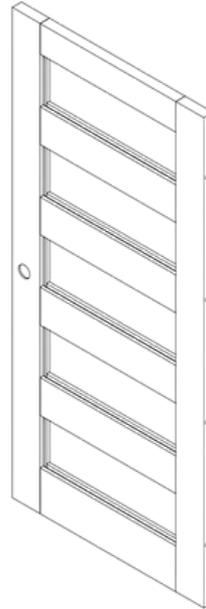


Thickness: 1-3/4"

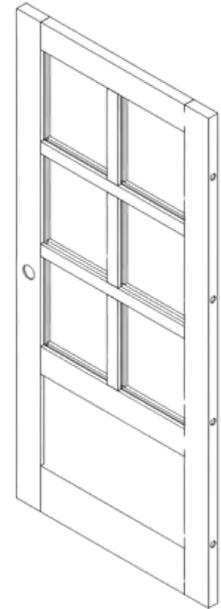
- 30" x 80" (2'-6" W x 6'-8" H)
- 32" x 80" (2'-8" W x 6'-8" H)
- 36" x 80" (3'-0" W x 6'-8" H)
- 30" x 96" (2'-6" W x 8'-0" H)
- 36" x 96" (3'-0" W x 8'-0" H)



PORTO 4 - LITE



MADRID 5 - LITE



PORTO 6 - LITE

ECO FORESTRY PRODUCTS is committed to delivering superior quality solid hardwood doors. We stand behind our craftsmanship and premium materials, offering a **ONE (1) YEAR LIMITED WARRANTY** from the date of shipment against defects in workmanship and materials, subject to the conditions outlined below.

Scope of the Warranty

All of our doors are crafted from selected hardwood material and shipped unfinished [1]. Our warranty covers defects in workmanship and materials that render the product unfit for its intended use. Before leaving our facility, each door undergoes a thorough inspection for material integrity, structural soundness, and craftsmanship.

Due to the inherent characteristics of the natural hardwood from which our doors are made, grain pattern, color, and texture variations are normal and are not considered defects; thus, this warranty does not cover them. Additionally, natural color changes that may occur over time due to UV exposure are not covered.

[1] - Surface is finely sanded, making it ready for the finish.



Maintenance

This warranty is valid only if the door is properly stored, installed, and maintained. It will be void if damage occurs due to installation in an exposed area without adequate roof protection, leading to excessive direct sunlight and/or precipitation exposure.

THE WARRANTY EXCLUDES COVERAGE FOR DOORS THAT HAVE NOT BEEN SEALED AND FINISHED EQUALLY ON ALL SIX SIDES, INCLUDING BOREHOLES, MORTISE POCKETS, AND ANY TRIMMED AREAS. 

These areas must be sealed and finished for the warranty to remain valid. Additional exclusions include damage caused by leakage or rust-related deterioration and issues arising from the absence of annual homeowner maintenance.

The warranty does not cover damage from misuse, abuse, accidents, mishandling, fire, flooding, earthquakes, storms, tornadoes, or other natural disasters.





Doors Warranty Policy

Wood Expansion and Contraction

Wood doors may experience natural expansion and contraction due to temperature and humidity changes. Shrinkage during winter and expansion during summer are inherent to wood and are not considered defects. Minor imperfections that may occur include:

- Surface Checking and Small Cracks: Minor surface checking or tiny cracks at the joints.

Warping Tolerances

- For a door 6'8" (80") in height, warp up to 1/4" measured across the plane is acceptable.
- For a door 8'0" (96") in height, warp up to 3/8" is acceptable.
- Custom doors taller than 8'0" are not covered under this warranty.

NOTE: Warp refers to any distortion within the door panel, including bow, cup, and twist. It does not refer to the alignment between the door and its frame or jamb.

Measuring for Warp

- Use a straightedge, taut wire, or string placed on the suspected concave side of the door at any angle.
- Measure the maximum distance between the bottom of the straightedge, wire, or string and the door's surface.

NOTE: WOOD DOORS MAY EXPERIENCE NATURAL EXPANSION AND CONTRACTION DUE TO TEMPERATURE AND HUMIDITY CHANGES; THUS, MOVEMENT OR SHRINKAGE IS CONSIDERED NORMAL AND NOT COVERED UNDER THIS WARRANTY.



- Doors trimmed beyond 1/2" in width and 1" in height are not covered.

Packaging and Transportation

We take great care in packaging each door to protect it during transit. Any damage occurring during shipping should be reported immediately to the carrier for resolution.



Warranty Claims

For warranty claims, please get in touch with Eco Forestry Products with proof of purchase and a detailed defect description. Claims must be made within the warranty period.

Warranty Claim Process

All warranty claims must be submitted to contact@ecoforestryproducts.com as outlined above and within the specified warranty period. Upon validation of a claim by Eco Forestry Products, the company will, at its discretion:

- Repair the product and return it FOB (Free On Board) from our Atlanta, GA facility, with freight costs collected upon delivery.
- Provide a comparable replacement product, FOB, from our Atlanta, GA facility, with freight costs collected upon delivery.
- Refund the original purchase price paid for the product to the initial purchaser.

We reserve the right to inspect any product reported as defective, which may need to be returned to our facility for evaluation. The purchaser is responsible for all freight charges for shipping the product to and from the appropriate Eco Forestry Products location for warranty processing.

Thank you for choosing Eco Forestry Products. We are committed to your satisfaction and the long-lasting quality of your hardwood doors.