

GUARANTEE

All doors are covered by the Consumers Guarantee Act 1993.

Geo Starsmeare (2003) Limited ('the manufacturer') offers a guarantee of 5 years on all doors providing that the storage, handling, and finishing conditions are met.

All doors must be inspected upon delivery and the manufacturer notified of any visible defects or freight damage within 24 hours. Any claim for freight damage where the consignment has been signed for as 'clean' will not be accepted.

At its discretion the manufacturer agrees to repair or replace without charge any door that is found to be defective. The guarantee is strictly limited to the repair or replacement of faulty doors and specifically excludes any costs involved in the hanging, painting or any other incidental charges relating to the repair or replacement of doors.

The manufacturer is not liable to reimburse any purchaser for doors repaired or replaced without prior written permission of the manufacturer. The manufacturer will not be held liable for any door which becomes defective because of failure to follow the conditions set out below:

Doors must be stored flat in a clean, dry area away from direct sunlight prior to hanging.

Doors must not be hung in damp or freshly plastered areas.

Normal 'show through' of internal components of door will not be considered a defect. The manufacturer recommends the use of a low sheen or semi-gloss paint on all doors to minimise this possibility. Where a high gloss finish is required the manufacturer recommends the 'Elite' range of 6mm skinned doors.

The manufacturer does not recommend the clashing of paint grade doors. 'Show through' of clashing strips on finished painted surface will not be considered a defect.

Natural variations in colour, texture or grain of timber Veneer, MDF, tempered hardboard or plywood will not be considered a defect.

Any alterations made to the structure of the door (e.g. cutting in of openings for vision panels, vents or special details) will immediately void the guarantee.

A maximum of 3mm may be trimmed from any edge of the door.

All doors must be hung on a minimum of 3 hinges.

Exterior flush panel doors must not be used in unprotected areas and are not suitable for use as Fire Doors, in saunas, steam rooms and the like.

Both faces and all four edges of Exterior Doors must be sealed prior to installation on site to prevent moisture absorption. All surfaces must receive at least two further coats of quality paint, applied strictly in accordance with the manufacturers' recommendations within 7 days of installation on site.

Vision panel openings in exterior doors must be thoroughly painted prior to glazing and a quality silicone sealant must be applied to exterior beading to prevent moisture penetration.

Doors must not be finished in a dark colour. A dark colour is considered to be one which has a LRV (Light reflective value) of less than 50%.

This is of particular importance where the door is exposed to direct sunlight. The use of dark colours will void the guarantee.

Doors with different veneer species to each face, doors treated or finished differently on each face, doors that are improperly hung, have been subject to abuse or installed in an inappropriate manner or position and doors painted against the manufacturers recommendation will be excluded from warranty.

The manufacturer strongly recommends against staining, blanding and the use of linseed oil on veneered doors. The use of such products is carried out entirely at the owners risk and invalidates any warranty.

Doors exceeding 2500mm in height or 1400mm width are manufactured at clients own risk and are specifically excluded from guarantee.

Doors of standard flush panel construction are not intended for use in Cavity Sliders and are not guaranteed against bowing if used as such. Refer to manufacturer for options.

TOLERANCES:

+ or - 1.5mm for length, width or thickness+ or - 3.0mm for squareness (maximum difference between diagonals)

+ or - 5mm for warping on doors up to 2400mm high and 1280mm wide

+ or - 6mm for warping on doors 2400-2500mm high and 1280-1400mm wide

'Warp' shall be interpreted as meaning the cupping, bowing or twisting of doors. It refers to the distortion of the door itself and not the relationship to the jamb or frame in which it is hung. Refer to tolerances above.

Experience has shown that when warp occurs after doors have been delivered to storage or building sites it is usually due to improper storage or adverse moisture conditions after hanging and not due to faulty manufacture. No responsibility will be accepted on the part of the manufacturer when the moisture content on site exceeds 18%

PAYMENT AND RETENTION OF TITE

By accepting delivery of doors the purchaser agrees to accept our terms and conditions of sale as detailed in in our terms and conditions of sale, copies of which are available on request.