

## PRODUCT WARRANTY

Products manufactured by Multiwood Inc. (hereinafter referred to as Multiwood) are warranted by Multiwood to be free from failure resulting from defects in material and/or workmanship, within the following limitations:

1. Multiwood agrees to repair or replace, at its option, any part of its own manufacture which proves to be defective, within six months, provided the products have not been subjected to unreasonable abuse or damage and have received reasonable care, commencing from the date of manufacture, provided such parts are returned prepaid to our factory and upon return, found to be defective in material or workmanship. Items that are not returned to our factory (prepaid) for our direct inspection/evaluation will not be warranted.
2. Multiwood will only repair or replace defective product in its original, unfinished state. Once it has been altered (including, but not limited to, chemically treated, painted, stained or lacquered) the warranty will become null and void (excepting structural failure).
3. Natural characteristics of the wood (including but not limited to knots, discoloration, mineral streaking, burl and grain pattern) will not be considered a defect unless specified on the original order. **REFER to Wood Specifications**
4. Subjecting products to excessive heat, cold or humidity, improper or incorrect installation of hardware or the improper application of finish is sufficient grounds for disqualification under this warranty.
5. Any component or part, whether manufactured by Multiwood or any others, which show signs of abuse, neglect, accident, improper handling, unauthorized alteration or use in such manner as was not intended shall be excluded from any warranties, expressed or implied.
6. Any part that Multiwood considers to be a maintenance item shall be excluded from any warranties, expressed or implied.
7. All defective parts must be returned to our factory with all transportation, customs and duty charges prepaid.
8. Any warranted replacement parts/products from Multiwood or other manufactures are shipped FOB (collect) from each respective factory.
9. All warranty work to be performed by others must be pre-approved in writing by Multiwood.
10. Multiwood shall not be held liable for any extraneous charges, damages, delays or lost production caused by such defects in material and/or workmanship as described above. The liability of Multiwood under this warranty is limited to the repair and/or replacement (at our option) as originally supplied, as set forth above, providing the claim is made within the above noted warranty period.
11. Any requests to alter our normal construction specifications are not guaranteed.
12. Multiwood will only accept warranty claims on warped wood doors if the warp is more than 1/16 per 18" of height for doors under 24" wide, and 3/32 per 18" of height for doors over 24" wide, (1mm per 300mm of height for doors under 610mm wide, and 1.5mm per 300mm for doors wider than 610mm.). In ALL cases the maximum warranty heights are 42" (1067mm) or 50" ( 1270mm) with a cross rail and 28" for width.
13. There are no other warranties of any kind, expressed or implied.

### **Pertinent to Wood Mitered Doors:**

It is an inherent fact that wood will expand and contract with changes in weather and humidity. Almost all of this movement will occur across the grain. The width of the piece of wood will increase with an increase in humidity or decrease with a decrease in humidity. Mitered doors will react the same way. As the wood in a mitered door takes on moisture the joint will tend to open up on the outside edge of the door. A gap of .5mm is normal during high humidity conditions. If a mitered door loses moisture it will tend to open on the inside of the miter. Under normal humidity conditions mitered doors may open up .5mm. This will not be considered a warranty condition. This movement of wood is beyond our control and is an expected change.

This warranty is expressly in lieu of and supersedes all other warranties, expressed or implied, written or oral, including without limitation any warranties of merchantability or suitable for a particular purpose or application.

Warranty Administration – Please provide invoice for warranties

All warranty claims must be made, in writing, to: **Multiwood Inc. 11580 40th Street South East Calgary, Alberta T2C 1N9** within 10 days of the manifestation of the defect. Multiwood's obligation on warranty claims and Buyer's Remedy therefore shall be exclusively limited to, at Multiwood's option, any one of the following:

1. Replacing at Multiwood's factory any part proved to be defective,
2. Remediating or repairing such defect, or
3. Refunding the original purchase price in the form of a credit to be applied to future purchases.

Multiwood may require the return of (or upon Multiwood's prior written consent, Buyer may return) the alleged defective part, transportation charges to be paid by Buyer, before Multiwood recognizes any claim for defective workmanship or material. If the claim is not recognized, Buyer shall reimburse Multiwood for Multiwood's expenses in investigating the claim. Buyer shall pay travel and living expenses for any warranty work Multiwood determines must be undertaken at Buyer's site.

### Limitation of Liability

Multiwood's liability under this warranty will be limited to replacing or repairing the defective product at our option. In no case will Multiwood's liability exceed the contractual value of the order. Buyer's exclusive remedy for any loss or claim resulting from the use or inability to use this product shall be repair or replacement of the defective product, or, at the option of Multiwood, return of the product to Multiwood and refund of the original purchase price.

Finishing Maple

Wiping stain is not recommended on Maple. Multiwood will not be responsible for any colour or wood variations/defects on maple products when wiping stain has been used.