

Dear Client

Thank you for choosing Custom Doors Melbourne for your project. We truly hope that you enjoy the beauty, functionality and style of your new premium timber door. *Natural variations in the colour, imperfections and texture of timber and or veneers are not to be considered defects. The timber and or veneers used in doors is a natural product that may have significant variation in texture, colour and grain pattern.*

In order to protect your investment and ensure that it retains its original beauty, We encourage you to consider what type of finish is to be applied.

As timber is a natural product it needs to be sealed to protect it from the environment. This ideally needs to be done within 24 hours of delivery, and preferably prior to installation. Although the Custom Doors Melbourne policy is to ensure that all of our products are professionally sanded prior to leaving the factory, it is recommended but not essential, to have the product finely sanded with the grain prior to applying the first coat. We also recommend that you fill any marks or nail holes after the first coat in order to obtain a closer colour match, thus allowing a higher standard of finish.

While we prefer not to recommend any particular brand of paint or type of finish, we do suggest that the finish does seal the timber, rather than just be a coloured stain. Some of the recognised brands of paints are Sikken, Intergrain and Cabots for natural timber finishes, and Dulux and Taubmans for coloured finishes.

Following the recommended procedures for installation, finishing and maintenance will ensure your premium timber doors provide you with years of smooth performance and lasting beauty.

If you require any further information on the finishing, installation or maintenance of your premium timber doors please don't hesitate to contact us.

## **GENERAL CONDITIONS**

Custom Doors Melbourne will not assume responsibility for doors, which became defective because of failure to follow these recommendations or for hazards of shipment or storage, after doors leave the control of the manufacturer. Doors must be inspected upon arrival for visible defects and all claims based thereon must be filed immediately. Custom Doors Melbourne agrees to repair or replace at its option, unfinished and in the form as originally supplied and without charge, doors found to be defective within the meaning of this guarantee. Any such defects must be brought to the attention of Custom Doors Melbourne promptly when discovered, and, in any event, within one year from the date of shipment by the manufacturer. Custom Doors Melbourne is not liable hereunder to reimburse the purchaser for doors repaired or replaced without prior written consent of Custom Doors Melbourne to such repair or replacement. A warp not exceeding 5mm on doors up to 2100 x 920 x 40, or 6mm on doors over 2100 x 920 x 40 and up to 2400 x 1200 x 40 shall not be considered a defect. Doors in excess of 2400 high or 1200 wide are not guaranteed against warp, bow or twist.

## **INTERPRETATION OF WARP**

Warp shall not be interpreted as meaning the cupping or twisting of doors. It refers to distortion within the door itself and not to its relationship to the jambs or frame in which it is hung. Therefore, warp-exceeding tolerances noted above shall be considered a defect only:

1. When cupping is determined by applying a straight edge to the concave face of the door, or
2. When a twist is determined by placing the door face against a true plane surface. The guarantee against warp does not apply to the following:
  - a. Doors with face veneers of different species or unbalanced construction.
  - b. Doors that are improperly hung or do not swing freely.
  - c. External doors which have been painted with dark colours.
  - d. Doors where closers and associated hardware are fixed in a manner that causes undue stress on the door.

Experience has demonstrated that the warp occurs after doors have been delivered to building sites,

it is usually due to improper storage or adverse moisture conditions after hanging and not to faulty manufacture. Custom doors Melbourne will accept no responsibility for doors where moisture content of the timber falls below 12% or exceeds 18%. Obviously Custom Doors Melbourne cannot assume responsibility for conditions wholly beyond his control. Custom Doors Melbourne should however, be consulted promptly if excessive warping occurs so as to be of assistance in overcoming the difficulty.

**ADVISORY NOTE**

Nothing herein contained shall exclude the rights which any purchaser may have as a result of a breach of the obligations imposed on manufacturers and suppliers by the Trade Practices Act or similar State or Territory laws. Custom Doors Melbourne reserves the right to change specifications and prices without prior notification.