

Warranty Information

Please note the following conditions relevant to warranty claims:

Danmar warrants that the door will be **free from all structural defects**, as specified for the selected timber grade, for a period of **4 years**. Natural features, colour variation, grain swirls, tight knot and shake, filling of non-structural cracks, borer holes and general use of filler will not be accepted as defects and are not covered by warranty.

Danmar does not cover labour and installer related costs associated with any warranty claims.

All hardware supplied is guaranteed for 12 months from corrosion when installed a minimum distance of 800m from the coast. Powder coating of all metal surfaces should be considered when doors are installed in a high corrosive environment. When necessary, faulty hardware parts will be replaced free of charge **however the cost of labour is not covered by the warranty.**

Any **minor defects not visible from 5 metres**, will not be accepted as warranty claims.

All doors are made 'good' face side only. There is **no cosmetic warranty on the back of the door.**

Danmar does not offer any warranty relating to the colour variance within the timber.
Note: When combining timber such as ply and cedar in the same door, colour variations can be large.

Warranty Process

All warranty claims for cosmetic defects must be accompanied by relevant photos. Photos must be taken PRIOR to install and preferably the installer should contact Danmar from site to lodge the complaint and discuss immediate resolution strategies. Danmar reserves the right to refuse any claim for damage once door is fitted

Transport and other packaging related warranty claims must be accompanied with relevant photos showing the damaged packaging and the door.

Danmar will not inspect a door on site unless the Reseller has themselves inspected the door, discussed the issues with the customer and supplied relevant photos and information to Danmar. Once all relevant information has been received, Danmar will work with the Reseller as to the best course of action to resolve the issue.

In order to adequately maintain the supplier/customer relationships, Danmar will in the main only work through the Reseller, whose responsibility it is to maintain adequate levels of communication with the end user.