

Old Goats, Inc. and Screendoors.com

WOOD SCREEN DOOR

I. LIMITED "Satisfaction Guaranteed" WARRANTY

I. OLD GOATS, INC. SCREEN DOOR LIMITED WARRANTY

This Limited Warranty applies only to Old Goats, Inc. wood screen doors ("Covered Products"). Old Goats, Inc. makes the following exclusive express Limited Warranties for Screendoors.com products purchased or installed within the United States and Canada, subject to the stated conditions and limitations. This Limited Warranty is not transferable.

Standard "Custom Collection" Screen Doors(15 day) Limited Warranty: Should you be un-satisfied for any reason, any standard size, un-altered, un-finished screen door or screen door hardware item may be returned for credit within 15 days after the date of receipt . However the Buyer or User is responsible for fully insured return freight charges and the item must be complete and in its original packaging. This return policy is compatible with our Limited "Satisfaction Guaranteed" Warranty. Please Note: You must inspect your doors upon receipt and finish your doors within 15 days of receipt. Wood Screen Doors Can Warp if you do not finish your doors within 15 days and according to our recommendations! We do our part and everything within our power to prevent you from having an unpleasant situation. Our doors leave here with 6% moisture content or less. Our stiles may have up to a 3/32" bow in the stiles. And we reject any doors with "twist". We label every door box requesting you inspect and read our enclosed warranty and finishing instructions. And have a link to our warranty on nearly every page of our website. We depend on our customers to fully consider your purchase, finishing instructions, installation instructions, and our warranty within the 15 day period and before purchasing. If you choose not to follow our recommendations, do not expect our warranty to apply nor expect us fix your door if it warps.

Standard "Budget Series and Builder Series" Screen Doors (15day) Limited Warranty:

Should you be un-satisfied for any reason, any standard size, un-altered, un-finished screen door may be returned for credit within 15 days after the date of receipt, however the Buyer or User is responsible for fully insured return freight charges and the item must be complete and in its original packaging. This return policy is compatible with our Limited "Satisfaction Guaranteed" Warranty. Please Note: You must inspect your doors upon receipt and finish your doors within 15 days of receipt. Wood Screen Doors Can Warp if you do not finish your doors within 15 days and according to our recommendations! We do our part and everything within our power to prevent you from having an unpleasant situation. Our doors leave here with 6% moisture content or less. Our stiles may have up to a 3/32" bow in the stiles. And we reject any doors with "twist". We label every door box requesting you inspect and read our enclosed warranty and finishing instructions. And have a link to our warranty on nearly every page of our website. We depend on our customers to fully consider your purchase, finishing instructions, installation instructions, and our warranty within the 15 day period and before purchasing. If you choose not to follow our recommendations, do not expect our warranty to apply nor expect us fix your door if it warps.

Warped or Cracked Panels One Year (1) Limited Warranty: If damage occurs within 1 year of your date of purchase. We respectfully ask that you ship your warped or cracked panels to us for our review. We will evaluate the damage and determine if our finishing recommendations have been followed. If we can determine the panel was finished and reinstalled into the door properly. We will at our option, repair or replace the damaged panel, and ship it back to you promptly. However, if we determine your panel was not finished in a timely fashion ("within 15 days of receipt"), or not finished according to our recommendations (See: Finishing), we will contact you with the following options: #1 We will return the damaged panel to you as is. #2 Repair the panel to the best of our ability and charging you for the repair and return freight. #3 Replace the damaged panel. Our standard replacement panel cost is \$90, if your

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panel was returned within 1 year, but failed our review (Sample), we will replace it at our physical cost, currently \$30 plus shipping.

Custom Screen Doors (Limited Warranty): We offer certain products that may be custom-configured to your specifications. Please review your order carefully. Once your custom-configured item has been prepared for shipment, it may not be changed, canceled, or returned. Personalized products e.g., custom sized, carved, modified, custom designed, or screen doors customized in any way (different in any way from standard items shown on our website) may **not** be returned for refund or exchange under any circumstances unless such product is damaged upon arrival, and will be treated as "Damaged Goods."

Materials and Workmanship — Nontransferable Limited Warranty.

Old Goats, Inc. warrants that the wood components of its Screen Doors shall be free of manufacturing defects in material or workmanship that significantly impair their proper operation and function for fifteen days (15) days from the date of receipt by the customer or its authorized agent. Should the warranted wood screen door be found to contain defects in materials or workmanship before modification, finishing or installing in the door opening within fifteen (15) days from the date received, Old Goats, Inc., shall, and at its sole option: 1) repair or replace defects, material or workmanship that significantly impairs the proper operation and function (cost of labor being excluded) within ninety [90] days of the date received by the customer, return shipping is prepaid by the customer.) or 2) refund the original purchase price.

Since many minor flaws can be repaired or corrected, all items should be inspected thoroughly for such defects upon receipt and **before** machining, finishing, or installing. Please be aware that finishing and installation of a screen door, constitutes acceptance of the product as it was received by our customer. Any minor flaws or defects that may exist at the time of machining, finishing or installation will not be considered as defective product or claimable once machining, finishing or installing has been completed or fifteen (15) days from the date of delivery has passed. So, please inspect all items thoroughly before the machining, finishing, or installation process takes place. These screen doors are shipped to you unsealed and unfinished, so we do not warrant against the natural characteristics of the wood which may occur in the various conditions encountered from our plant to your finished opening. Because the wood can respond in different ways to the variety of atmospheric and environmental conditions, it is imperative that special attention is given to the screen door and the necessary care and effort taken to protect the screen door in the unfinished state to minimize the potential for problems.

IMPORTANT REQUIREMENTS FOR YOUR WARRANTY:

1. Screen Doors must be installed providing protection from exposure, typically with a standard overhang extending outward a distance equal to one-half its height from the bottom of the door up to the overhang to be covered by this warranty.
2. Any deterioration caused by failure to finish and seal all exposed surfaces and edges of the door within 15 days of delivery are not covered by this warranty. For continued protection, the finish needs to be maintained yearly.
3. Please comply with all of the handling and finishing instructions completely to validate the warranty. The product must be hand- sanded before finishing.

IMPORTANT HANDLING, FINISHING AND INSTALLATION INSTRUCTIONS:

1. Most finishes on exterior screen doors deteriorate relatively quickly. To insure exterior screen doors receive the protection required, inspect the condition of exterior finish at least once a year and refinish as often as needed to maintain the protective stability of the finish.
2. Screen doors should always be shipped and stored vertically (not leaning).

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3. Screen Doors shall not be exposed to excessive heat, dryness, humidity or direct sunlight prior to finishing.
4. Handle screen door with clean gloves and do not drag doors across each other or other surfaces.
5. Screen doors should not be stored on the job site for more than 14 days from the date of receipt, must be stored indoors, and all exposed surfaces and edges of the door must be finished and sealed — even if stored indoors and out of the elements.
6. All hardware locations, preparations and methods of installation must be appropriate for the specific screen door and not interfere with the entry door hardware.
7. All screen doors 7' and under must have three hinges. Doors over 7' must have four hinges. (Exception: 8' Round Top will have three hinges)
8. Prior to finishing, remove all handling marks with 150-grit or finer sandpaper and remove all sanding dust.
9. Apply sealer, primer or first coat of required finish immediately after fitting, cutting for hardware, etc., and before the installation of hardware.
10. **ALL EXPOSED SURFACES OF THE SCREEN DOOR MUST BE SEALED, INCLUDING THE TOP, BOTTOM, SIDE EDGES OF THE SCREEN DOOR, DECORATIVE PANELS, AND THE HARDWARE CUTOUTS.**
11. NOTE: An interior-grade finishes are NOT a satisfactory product for exterior use.
12. All exterior surfaces — including the top, bottom and sides of the door — must be finish coated with a good quality exterior- grade enamel paint or spar varnish top coat. **(AT LEAST 3 COATS OF EXTERIOR GRADE TOP COAT WITH A UV INHIBITOR MUST BE APPLIED.)**
13. In order not to induce warpage or excessive deterioration of your door, avoid using dark stains or paints on the door surfaces exposed to direct sunlight.

CONDITIONS APPLICABLE TO ALL SALES AND LIMITED WARRANTIES

Limitation of Warranty. FAILURE TO COMPLY WITH OLD GOATS, INC. AND SCREENDOORS.COM'S WEBSITE, HANDLING, FINISHING, INSTALLATION AND MAINTENANCE INSTRUCTIONS VOIDS ALL WARRANTIES UNLESS IT IS CLEARLY ESTABLISHED BY THE BUYER OR USER OF THE PRODUCT THAT THE DEFECT OR FAILURE IS UNRELATED TO SUCH NONCOMPLIANCE. These warranties do not extend to the use of Covered Products under abnormal conditions, conditions that exceed standard performance parameters of our products or under conditions not reasonably foreseeable to, or beyond the control of Old Goats, Inc.. Buyer and User assume the risk of any such use. This Limited Warranty is the exclusive warranty for Old Goats, Inc. wood screen doors products. **NEITHER OLD GOATS, INC. NOR SELLER SCREENDOORS.COM MAKE ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR OTHERWISE. NO IMPLIED WARRANTY SHALL EXTEND BEYOND THE PERIODS COVERED BY THIS EXPRESS LIMITED WARRANTY.** This Limited Warranty gives you specific legal rights, and you may have additional rights, which vary from state to state.

Allocation of Risks of Old Goats, Inc. Wood Screen Doors Performance.

Because all construction must anticipate some water infiltration, it is important that the wall system be designed and constructed to properly manage moisture. Old Goats, Inc. is not responsible for claims or damages caused by anticipated or unanticipated water infiltration; deficiencies in building design, construction and maintenance; failure to install our products in accordance with our Installation Instructions is the responsibility of Buyer or User, the architect, contractor, installer or other construction professional and is not the responsibility of Old Goats, Inc. or Screendoors.com. All risks related to building design and construction or the maintenance, installation, and use of our screen door products shall be assumed by Buyer and/or User.

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Limitation of Remedy.

THE EXCLUSIVE REMEDY OF THE BUYER OR USER, AND THE SOLE LIABILITY OF OLD GOATS, INC., AND SELLER (SCREENDOORS.COM) FOR ANY AND ALL CLAIMS, LOSSES, INJURIES OR DAMAGES (INCLUDING CLAIMS BASED ON BREACH OF WARRANTY, CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR OTHERWISE) RESULTING FROM THE SALE, INSTALLATION OR USE OF THESE PRODUCTS, SHALL BE, AT THE OPTION OF OLD GOATS, INC., THE REPAIR OR REPLACEMENT OF THE PRODUCT OR THE RETURN OF THE ORIGINAL PURCHASE PRICE OF THE PRODUCT, AS PROVIDED HEREIN. IN NO EVENT SHALL THE LIABILITY OF OLD GOAT, INC., OR SELLER (SCREENDOORS.COM) EXCEED THE PRICE PAID FOR THE PRODUCT. Replacement product shall be a reasonably similar current product and may not exactly match the original. Even where Old Goats, Inc., chooses to repair or replace product within ninety (90) days of the date of sale, the costs covered by this warranty do not include any labor, material or shipping costs. Replacement product provided pursuant to this Limited Warranty shall be subject to the applicable Old Goats, Inc., Product Limited Warranty only for the remainder of the original warranty period on the product being replaced. If Old Goats, Inc., or Seller (screendoors.com) provides any of the remedies identified in the Limited Warranties above (i.e., repair, replacement of product or refund of the purchase price), then Buyer and/or User agree that this limitation of remedy shall not have failed of its essential purpose.

DISCLAIMER— WHAT THIS LIMITED WARRANTY DOES NOT COVER

Old Goats, Inc. is not responsible for or makes no warranty as to:

1) Product failure, loss or damage due to:

- Normal wear from product usage or age.
- Warpage not exceeding three thirty seconds of an inch (3/32") in the plane of the screen door. ALL 8' height screen doors are NOT warranted against warpage.
- Warranty is null and void if deterioration occurs due to the failure to finish and seal all exposed surfaces and edges of the door within 15 days of delivery.
- Warranty is null and void if deterioration occurs due to the failure to install the screen door within 15 days of delivery.
- Damages caused by failure of Homeowner to annually (or sooner) re-finish all screen doors, if necessary, by lightly sanding and re-coating with clear exterior-grade top coat that contains UV protection.
- Doors finished or painted Black (or any Dark Color) with any sun exposure.
- Improper storage, handling, installation, finishing, use, modification or maintenance (Indoor storage in a heated or air conditioned room is required prior to finishing, modification or installation.)
- Structural settlement, movement or vibration.
- Product or finishes exposed to excessive localized heat, high-moisture environments (including pools, hot tubs and greenhouses) or water leakage.
- Normal wear, fading or discoloration of finish from product usage, age or exposure to direct sunlight.
- Products (panel, moldings) not properly finished within 15 days of delivery.
- Acts of God.
- Acid rain or other corrosive elements.
- Salt spray, including exposure to coastal weather conditions.
- Accidents, including accidental glass breakage.
- Damage caused by inappropriate or non recommended finishes
- Damage to full sun installations at elevations above 3,000 feet.
- Damage caused by high in-home humidity while storing. (Condensation, frost and mold).
- Accident, misuse, abuse, alterations, improper handling, operation or cleaning.
- Products subjected to conditions outside product design limitations.
- Products that have not been paid for in full.

2) Minor imperfections in the product:

- Minor imperfections in the panel and/or frame graining or color.

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- Variations in wood grain, color, texture or natural characteristics.

3) Installation inconsistent with screendoors.com Installation Instructions:

- Damage resulting in whole or in part from installation inconsistent with screendoors.com Installation Instructions.
- Altered or reinstalled products.

Primary Agreement.

With the exception of other information related to this agreement stated on Old Goats, Inc. websites screendoors.com, screendoors.net, woodscreendoors.net mahoganyscreendoors.com, this Limited Warranty and all terms contained herein constitutes the primary agreement between Old Goats, Inc./Seller(screendoors.com) and Buyer/User. This Limited Warranty, including all Limitations of Liability contained herein, are made a part of any such written agreement, unless expressly excluded therein. By purchasing or using the product covered by this Limited Warranty, Buyer and User agree that they are not relying on any oral statements made by anyone that are in any way contrary to this Limited Warranty.

No Amendment Except in Writing.

Old Goats, Inc., and Seller (screendoors.com) offer this product, and Buyer and User accept it, subject to being modified by a duly authorized representative of Old Goats, Inc..

Limited Warranty Claim Procedure.

Claims under these Limited Warranties may be made in writing to **Old Goat, Inc., Customer Service Department, 5805 Hwy 93 South, Whitefish, Montana 59937**, or by calling for service at 800-404-8279.

Claims to Old Goats, Inc., should include the following information:

1. Claimant's name, address and phone number, and the installation address (if different);
2. A description of the product, purchase price, date and location of purchase, and copies of invoices;
3. A description of the product concerns (photos may be included); and
4. A brief summary of attempts made to address the concerns.

Old Goats, Inc., may charge a fee for on-site product inspections.

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