



LIMITED WARRANTY AGREEMENT

Quail Hill Interiors, Inc., is pleased to provide a warranty as follows:

NOTICE

This warranty is in lieu of any other warrant, whether express or implied. Any implied warranties including, but not limited to, the implied warrant of merchantability, fitness for a particular purpose, and/or any UCC warranties are hereby waived.

This warranty shall be null and void and Quail Hill Interiors, Inc. ("QUAIL") shall not be liable for any damages or expenses, if the Customer does not first grant Quail access to the premises and the opportunity to inspect, correct, or replace alleged defective items, before Customer incurs expenses or has work done by a replacement contractor.

WHAT IS COVERED

Quail Hill Interior, Inc. warrants that the product(s) are manufactured reasonably free of defects in materials and workmanship within customary tolerances of the industry. "Customary tolerances of the industry" means tolerances common and expected in the interior door industry and guaranteed to be performed by a skillful and professional manufacturer/installer. This warranty also covers the work under customary tolerances for all subcontractors and laborers charges with installation, who are under contract to Quail.

Quail further warrants and guarantees that the product reasonably conforms to the product(s) specifications as described on the company website or in other company-produced literature that induced Customer to make a purchase. If any defects are found, Quail shall repair or replace any of the alleged defective work at its cost. The work to be corrected will be the particular part or area that is defective. Quail shall start corrective work within a reasonable time after written notice from the customer. Quail shall have the option of repairing or replacing, at its sole discretion.

Quail will honor this Warranty only if Quail Hill Interiors, Inc. builds, Finishes, installs and stores your product(s) during the construction period; then reinstalls your doors at the end of the project. **NOTE: This Limited Warranty applies to Interior Slab Passage Doors only.**

TERM OF WARRANTY – TWO YEARS

This Warranty for any claim of damages for defective work or materials is **Two Years** from substantial completion, defined as the earlier of: 1) the date Customer accepts the work as complete; or 2) when applicable, a Certificate of Occupancy is issued by the applicable authorities. If Quail performs warranty work within this period, this warranty shall be extended to the repaired or replaced work itself and be covered for two years after completion, as to that specific work.

TRANSFERABILITY

This Warranty applies to the original owner and may be transferred to any subsequent owner within the initial two-year period after substantial completion.

LIMITATION OF WARRANTY

1. This Warranty covers door warpage. HOWEVER, warp is not considered a defect if the deflection measured is a quarter inch (1/4") or less. Deflection is measured over a 3-foot by eight-foot (3'0" – 8'0") span on the concave face of a door and measuring the space between the door and the straight edge. Quail DOES NOT warrant any door whose warp is a quarter inch (1/4") or less.
2. Any kind of cracking or lifting of the veneers on the door and/or the jamb and any lifting or Flaking of the top coat. Products leaving our base by others in acceptable condition will only be covered by line item (1) as stated above.

The following items are specifically EXCLUDED from the Warranty:

1. **Door Hardware.** This Warranty does not cover door hardware including, but not limited to: a) the pivot hinge; b) door handles, levers, dead bolts, and roller catches.
2. **Hardware Installation Costs.** These items are covered by the hardware manufacturers and their warranties may vary. You are advised to contact these companies (Quail will provide you with applicable contact information) to inquire about

what their warranties cover. Hardware manufacturers will only cover the product, they will not cover the labor to install. Labor to install the new hardware will be at the Customer's sole expense.

3. **Fading or Color Change of the Finish.** All Finishes will change, when exposed to direct and/or indirect sunlight and/or ambient light from Fluorescent, LED and/or incandescent lighting. The darker the Finish, the more color changes will be noticeable. Even wood left "natural" (meaning no stain), with a clear top coat, will oxidize and either get darker or lighter over time – depending on the wood species. For example, cherry wood or veneers will patina over time and get darker.
4. **Warpage in Larger Doors.** This Warranty shall not cover warpage in doors larger than 9-Feet in Height and/or 3-Feet in Width.
5. **Warpage Due to Substantial Differences in Temperature and/or Humidity.** For doors that are subject to a substantial variance in Temperature and/or Humidity from one side to the other including, but not limited to, climate-controlled wine rooms, doors that lead from the house to the garage, etc. – temperature and humidity tends to vary substantially from one side to the other and thus can result in warpage over time.
6. **Force Majeure.** This Warranty does not include damages incurred due to circumstances beyond the control of Quail, such as: a) an act of God (such as from a storm, Fire, earthquake, etc.); or b) an act of war or terrorism, vandalism, riot or other man-instigated disturbance.

LIMITATION AND TIME OF REMEDY

Customer must notify Quail within a reasonable period after First knowledge of a problem, not to exceed 60 days. Warranty claims must involve observable physical signs of defect that began before the two-year period expires.

It is understood there is no right to recover or request compensation for incidental, indirect, special, consequential, secondary, or punitive damages. Further, Customer may not make claim due to: a) loss of use due; b) diminution in value; c) rental costs; d) moving costs; e) delays in occupancy; f) lost profits or income; g) medical costs; and h) damages due to mental distress, personal injury and/or pain and suffering.