



## **ARCADIA CUSTOM WOOD LIMITED WARRANTY**

At Arcadia Custom, we take pride in the fact that the structural integrity of our products is warranted with the best in the industry. But more than that, the design and construction of our products utilizes innate characteristics of the materials to enhance the appearance of what we sell and sets us apart from the rest of the industry. Certain cosmetic details unrelated to structural integrity that are considered defects in the usual applications of the materials are used purposely in Arcadia Custom products and add considerably to their beauty and desirability. When ordering Arcadia Custom product, it is important to understand that cosmetic details such as size and frequency of knots, variations in the color, texture and grain pattern of wood, slight differences in the patinas on hardware products and their tendency to wear more where they are used heavily are subjective determinations not covered under warranty. What is covered by warranty is as follows:

### **LIMITED DOOR WARRANTY**

Subject to the conditions and restrictions listed below, doors manufactured by Arcadia Custom meet or exceed industry standards and are warranted to be free from defects in material and workmanship as follows:

1. Stile-and-rail exterior doors are warranted for two (2) years from the date of shipment
2. All stile-and-rail interior doors are warranted for five (5) years from the date of shipment

### **WARP DAMAGE**

Claims due to warp may be deferred for up to 12 months from the date of the claim in order to allow the door to opportunity to return to its original form once it has acclimated to local humidity and temperature conditions. The deferral will not be counted against the warranty period.

Warp shall not be considered a defect unless it exceeds  $\frac{1}{4}$ " in the plane of the door. Warp is measured by placing a straight edge or a taut string on the concave face of the door and determining the maximum distance from the straight edge or string to the door face. This warranty is only valid when the door is properly hung, finished, and is sealed on all six surfaces. In order to be covered by the warranty, warp must occur in the door itself, and not be the result of an improperly installed jamb or a wall out of plumb.

### **LIMITED GLASS WARRANTY FOR DOORS**

Insulated glass: Arcadia Custom, as the manufacturer, warrants insulated glass up to 36 square feet delivered to the original customer or its authorized distributor against failure of the air seal for a period of ten (10) years when eco-Performance™ glass is used. Glass other than eco-Performance carries a ten (10) year warranty period. Non-standard glass 36-50 square feet carries a five (5) year warranty period. These are prorated warranties; see Arcadia Custom Limited Glass Warranty Schedule for specifics.

Capillary breather tubes must be specified by the customer for all dual-glazed (DG) glass when installation or transportation is at or above 4,000 ft elevation. If Arcadia Custom product containing DG glass is installed above 4,000 feet without capillary breather tubes, this warranty is void.

Aside from air seal failure, other glass issues the distributor may claim under this warranty, such as scratch, smudge or other defect, must be claimed within ten (10) days of receiving the product.

The standard for determining that a scratch, smudge or other blemish warrants replacement is as follows:

- It can be seen from a distance of eleven (11) feet.
- It occurs within an oval-shaped area comprising 80% of the viewing area of the glass.
- It is visible against normal daylight (not direct sunlight) when viewed perpendicular to the glass.

## 10-YEAR LIMITED GLASS WARRANTY SCHEDULE FOR STANDARD GLASS (SIZES UP TO 36 SQ. FT.)

<b>Year</b>	1-2	Glass & Labor per attached labor schedule
	3-10	Glass only, 100% value

## 5-YEAR LIMITED GLASS WARRANTY SCHEDULE FOR NON-STANDARD GLASS (SIZES BETWEEN 36-50 SQ. FT.)

<b>Year</b>	1-2	Glass & Labor per attached labor schedule
	3-10	Glass only, 100% value

Within the first two years of the 10-year warranty or the first year of the 5-year warranty, one of the following options may apply:

1. Arcadia Custom replaces glass and glass bead; distributor provides labor and is issued credit per attached labor schedule.
2. Arcadia Custom provides glass bead; distributor provides glass and labor with credit to be issued per attached labor schedule.

With the first two years of the warranty period, our general policy is that a door with more than 3 failed lites will be entirely replaced with the distributor doing installation. Lites bigger than 12 sq ft., the distributor would provide the glass. This is due to the difficulty of shipping large pieces of glass and the high rate of breakage. The final 8 years of warranty, where labor is not applicable, Arcadia Custom will supply the glass and charge the prorated difference to the distributor, or will issue the appropriate credit when distributor supplies glass.

Every effort will be made to supply glass similar to what originally supplied, but Arcadia Custom makes no guarantees that the glass will match exactly.

## LABOR SCHEDULE

Travel &/or set up time	\$40
1-15 square feet of glass per lite	\$30/lite
16-32 square feet of glass	\$40/lite
33 square feet & above of glass per lite	\$50/lite

## GLASS ALLOWANCE IF NOT PROVIDED BY ARCADIA CUSTOM

DG Annealed	\$3.50/sq ft
DG Tempered	\$5.50/sq ft
DG Low-E Annealed	\$6.20/sq ft
DG Low-E Tempered	\$7.20/sq ft

## EXCLUSIONS TO WARRANTY

- True Plank doors for bow or warp
- Warp for French doors more than 7 feet in height or 3 feet in width unless used with multi-point hardware, in which case 8 feet in height is allowable
- Doors thinner than 1 3/4" for exterior use
- Interior doors used in an exterior application
- Alder doors used in an exterior application
- Warp for any door over 8 feet in height and 4 feet in width
- Gates, or doors used in a gate application
- Any special custom product manufactured according to the customer's specifications
- Dissatisfaction with the performance or appearance of our finish, or a field-applied finish
- Dissatisfactions with variations in the color or texture of the wood, as well as knots and knot fill in the wood
- Damage caused by others, or by any cause outside the control of Arcadia Custom, including but not limited to damage caused by misuse, abuse, accident, mishandling, or by fire, flood, earthquake, storm, or other acts of nature
- Any door that is misused. "Misuse" of a door includes, but is not limited to, using a door on part of a building without providing adequate overhang or an appropriate finish color. Adequate overhang depends on the typical weather conditions of the area where the door is to be used, but at the very minimum means an overhang projecting a distance from the structure equal to one half the distance between the bottom of the door and the bottom of the overhang at the point which is farthest from the door.
- Doors that are excessively trimmed: more than 1/2" from the top or more than 1 1/2" from the bottom
- Damage due to failure to perform normal homeowner's maintenance, including maintaining the finish
- Product failure due to improper installation
- Attempts to repair Arcadia Custom product without prior authorization
- Surface checks less than 1/32" in width
- Panel shrinkage and misalignment, which leaves an unstained line along the edge of the panel. This is caused by differences in temperature and humidity, and is not a defect.
- Slight expansion and contraction of the door or window due to changes in temperature and humidity are not defects.
- Water infiltration
- Wood sills
- Doors not sealed on all six surfaces

All doors must be finished immediately upon installation.

**Note: Arcadia Custom retains its right to inspect any product that is alleged to be defective.**

## CLAIMS

If a product is determined, upon receipt and inspection, to be defective, Arcadia Custom must be notified within 30 days of the purchaser's receipt of the product before any installation, hanging, fitting, or finishing charges have been incurred. Upon written notification by an authorized distributor of Arcadia Custom products, we will, at our option:

- Repair the product, or,
- Provide a replacement part or parts for the product, or,
- Provide a replacement product

A replacement product or part will be as originally purchased from Arcadia Custom, and specifically does not include freight, finishing or installation charges. To clarify further: if a visible and/or apparent defect exists upon your receipt and inspection of a product from Arcadia Custom, it is imperative that we be notified before any further costs are incurred. We will not assume any liability for those costs.

Arcadia Custom will not be responsible for any product repaired or replaced without the prior written notification of our office.

We expect our customers to examine their shipments upon receipt. All claims for billing errors, shipping errors or merchandise defects must be submitted within thirty (30) days from receipt of product. Any other claims must be made within the warranty period. Warranty claims must be made in writing to the distributor or distributor from whom the items were purchased. Arcadia Custom will make a determination of claim validity and respond in writing to the distributor within 30 days.

Customers must examine their shipments upon receipt:

- For possible freight damage.
- To verify that you received what you ordered.
- To verify that the product is flat and straight and has no defects.

## PRODUCT DAMAGED DURING SHIPPING

If you believe the product was damaged during shipping, you must note it on your freight bill and immediately notify Arcadia Custom so a freight claim can be filed.

## RETURNS

Returns must be approved in writing by Arcadia Custom prior to the return of any product.

## SPECIFICATIONS AND PROCEDURES

Arcadia Custom reserves the right to discontinue or change any product, design, function, finish or price without prior notice.

## TRANSFERABILITY OF WARRANTY

This warranty applies to the original consumer of this product only and is not transferable.

## LIMITATION OF WARRANTY

This warranty sets forth Arcadia Custom' minimum liability for its products. Arcadia Custom makes no other warranty, expressed or implied, including implied warranties of merchantability and fitness for a particular purpose with respect to its products except as set forth above. No customer, distributor, sales person, distributor or other representative has the authority to alter these warranties either orally or in writing. In no instance shall Arcadia Custom be responsible for

indirect, consequential or incidental damages unless state law excludes limitation or exclusion of incidental or consequential damages.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. In the event that state law prohibits the exclusion or limitation of implied warranties, the duration of any such warranties shall be no longer than, and the time and manner of presenting a claim shall be the same as, that provided in the express warranty stated herein.

## SHORTAGES AND/OR DEFECTIVE MERCHANDISE

If your order has an apparent shortage, please contact your distributor, distributor or Arcadia Custom Customer Service Department within five (5) days after receipt of your order.

Defective merchandise must be reported within thirty (30) days of receipt of your order. Defective products must be held by the customer for inspection. Merchandise which has been disposed of will not be considered for claims. Arcadia Custom must approve all returns and transportation of defective merchandise in writing.

These warranties only apply to product shipped in the continental United States, Hawaii, and Canada.

## LIMITED WINDOW WARRANTY

### WOOD SASH AND FRAMES

Arcadia Custom warrants, to the original consumer, the quality, workmanship and materials of the sash and frames to be free of defects which might render the product unserviceable for a period of ten (10) years. This refers specifically to the structural integrity of the window, and provides against warp, twist, cup or bow in excess of ¼" across the plane of the sash.

This warranty applies to our standard size Incense Cedar, Mahogany and VG Fir windows only. Standard size is defined as: operating-3 feet or less in width and 6 feet or less in height and, fixed windows-up to 50 square feet.

### NON-STANDARD SIZE GLASS (36 TO 50 SQUARE FEET) HAS A LIMITED FIVE (5) YEAR GLASS WARRANTY ONLY.

Texture and color variations in the wood, as well as surface checking and other natural aging processes of the wood fiber, do not constitute defects. Slight expansion and contraction of the wood due to differences in temperature and humidity are also not defects.

It is the responsibility of the customer to properly maintain the finish of all products against moisture or excessive dryness, and to see to it that all surfaces, whether finished by Arcadia Custom or by the customer, remain adequately sealed. If water sprayed onto the wood beads up and runs off, the wood is properly sealed. If water penetrates the wood, the window is not properly sealed and this warranty does not apply.

In addition, there is no coverage under these warranties for installation beyond our printed labor schedule, repainting or refinishing, or other expenses or costs incurred due to the replacement of glass. Furthermore, this warranty does not cover loss of time or inconvenience, nor does it cover delays or construction costs for late or damaged delivery or incidental or consequential damages.

## LIMITED GLASS WARRANTY FOR WINDOWS

Insulated glass: Arcadia Custom, as the manufacturer, warrants insulated glass up to 36 square feet delivered to the original customer or its authorized distributor against failure of the air seal for a period of ten (10) years when eco-Performance™ glass is used. Glass other than eco-Performance carries a ten (10) year warranty period. Non-standard size glass (between 36 and 50 square feet) carries a five (5) year warranty period. This is a prorated warranty; see Arcadia Custom Limited Glass Warranty Schedule for specifics.

Capillary breather tubes must be specified by the customer for all dual-glazed (DG) glass when installation or transportation is at or above 4,000 ft elevation. If Arcadia Custom product containing DG glass is installed above 4,000 feet without capillary breather tubes, this warranty is void.

Aside from air seal failure, other glass issues the distributor may claim under this warranty, such as scratch, smudge or other defect, must be claimed within ten (10) days of receiving the product.

The standard for determining that a scratch, smudge or other blemish warrants replacement is as follows:

- It can be seen from a distance of eleven (11) feet.
- It occurs within an oval-shaped area comprising 80% of the viewing area of the glass.
- It is visible against normal daylight (not direct sunlight) when viewed perpendicular to the glass.

## 10-YEAR LIMITED GLASS WARRANTY SCHEDULE FOR STANDARD SIZE GLASS (UP TO 36 SQUARE FEET)

<b>Year</b>	1-2	Glass & Labor per attached labor schedule
	3-10	Glass only, 100% value

## 5-YEAR LIMITED GLASS WARRANTY SCHEDULE FOR NON-STANDARD SIZE GLASS (36 TO 50 SQUARE FEET)

<b>Year</b>	1	Glass & Labor per attached labor schedule
	2	Glass only, 100% value
	3-5	Glass only, 50% value

## WITHIN THE FIRST TWO YEARS OF THE 10-YEAR WARRANTY OR THE FIRST YEAR OF THE 5-YEAR WARRANTY, ONE OF THE FOLLOWING OPTIONS MAY APPLY:

1. Arcadia Custom replaces entire sash and issues credit for installation to distributor per attached labor schedule. If job was prefinished and the replacement sash is ordered with finish, no guarantee of finish match can be given, especially after a couple of years, due to fading. We may require the replaced sash to be returned to factory to analyze the cause of seal failure.
2. Arcadia Custom replaces glass and glass bead; distributor provides labor and is issued credit per attached labor schedule.
3. Arcadia Custom provides glass bead; distributor provides glass and labor with credit to be issued per attached labor schedule.

With the first two years of the warranty period, our general policy is that a sash with more than 3 failed lites will be entirely replaced with the distributor doing installation. Lites bigger than 12 sq ft., the distributor would provide the glass.

This is due to the difficulty of shipping large pieces of glass and the high rate of breakage. The final 18 years of warranty, where labor is not applicable, Arcadia Custom will supply the glass and charge the prorated difference to the distributor, or will issue the appropriate credit when distributor supplies glass.

Every effort will be made to supply glass similar to what originally supplied, but Arcadia Custom makes no guarantees that the glass will match exactly.

## LABOR SCHEDULE

Travel &/or set up time	\$40
1-15 square feet of glass per lite	\$30/lite
16-32 square feet of glass	\$40/lite
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## HARDWARE, WEATHER-STRIPPING & SCREENS

Arcadia Custom warrants, to the original consumer, the quality, workmanship and materials of the window hardware and weatherstripping to be free of defects which might render the product unserviceable for a period of ten (10) years from the date of invoice. Within the warranty period, we will repair or replace, at Arcadia Custom' discretion, defective product at no charge to the customer. Arcadia Custom will not be responsible for customer-applied finishes, installation costs, or any other work necessary for the replacement of the product. Weathering of hardware finishes may vary, and is not considered a defect. Wear of screen mesh material is not covered under this warranty.

## EXCLUSIONS TO WARRANTY

- Glass breakage, color of glass, bent glass, decorative/art type glass, distortion
- Performance or appearance of the finish
- Failures or operating difficulties due to accident, abuse, misuse, alteration, misapplication, faulty building construction or design
- Exposure to extreme or abusive environments

- Damage caused by failing to comply with Arcadia Custom handling, finishing and installation instructions. Please contact your distributor for this information, if it is not supplied with the product
- Damage due to failure to perform normal homeowner's maintenance, including maintaining the finish
- Damage due to unauthorized repairs
- Failures or operating difficulties resulting from exposure to corrosive fumes or condensates
- Damage due to stress from movement of the structure in which the windows are installed
- Damage due to use of films or coatings on the interior of the glass
- Damage due to use in high-humidity areas such as swimming pools, whirlpool tubs, spas, etc. without adequate ventilation or humidity control
- Normal wear and tear

## CLAIMS

If a product is determined, upon receipt and inspection, to be defective, Arcadia Custom must be notified within 30 days of the purchaser's receipt of the product before any installation, hanging, fitting, or finishing charges have been incurred. Upon written notification by an authorized distributor of Arcadia Custom products, we will, at our option:

- Repair the product, or,
- Provide a replacement part of parts for the product, or,
- Provide a replacement product

A replacement product or part will be as originally purchased from Arcadia Custom, and specifically does not include freight, finishing or installation charges. To clarify further: if a visible and/or apparent defect exists upon your receipt and inspection of a product from Arcadia Custom, it is imperative that we be notified before any further costs are incurred. We will not assume any liability for those costs.

Arcadia Custom will not be responsible for any product repaired or replaced without the prior written notification of our office.

All claims for billing errors, shipping errors or defective merchandise must be submitted within thirty (30) days from receipt of product. Warranty claims should be made through the distributor or distributor from whom the items were purchased. Such claims must be within the warranty period. Arcadia Custom will make a determination of claim validity and respond in writing to the distributors within 30 days.

Customers must examine their shipments upon receipt:

- For possible freight damage.
- To verify that you received what you ordered.
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## PRODUCT DAMAGED DURING SHIPPING

If you believe the product was damaged during shipping, you must note it on your freight bill and immediately notify Arcadia Custom so a freight claim can be filed.

## RETURNS

Returns must be approved in writing by Arcadia Custom prior to the return of any product.

## SPECIFICATIONS AND PROCEDURES

Arcadia Custom reserves the right to discontinue or change any product, design, function, finish or price without prior notice.



## TRANSFERABILITY OF WARRANTY

This warranty applies to the original consumer of this product only and is not transferable.

## LIMITATION OF WARRANTY

This warranty sets forth Arcadia Custom' minimum liability for its products. Arcadia Custom makes no other warranty, expressed or implied, including implied warranties of merchantability and fitness for a particular purpose with respect to its products except as set forth above. No customer, distributor, sales person, distributor or other representative has the authority to alter these warranties either orally or in writing. In no instance shall Arcadia Custom be responsible for indirect, consequential or incidental damages unless state law excludes limitation or exclusion of incidental or consequential damages.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. In the event that state law prohibits the exclusion or limitation of implied warranties, the duration of any such warranties shall be no longer than, and the time and manner of presenting a claim shall be the same as, that provided in the express warranty stated herein.

## SHORTAGES AND/OR DEFECTIVE MERCHANDISE

If your order has an apparent shortage, please contact your distributor, distributor or Arcadia Custom Customer Service Department within five (5) days after receipt of your order.

Defective merchandise must be reported within thirty (30) days of receipt of your order. Defective products must be held by the customer for inspection. Merchandise which has been disposed of will not be considered for claims. Arcadia Custom must approve all returns and transportation of defective merchandise in writing.

These warranties only apply to product shipped in the continental United States, Hawaii and Canada.

**ARCADIA CUSTOM Warranty Service Department  
9280 E Old Vail Rd, Tucson AZ 85747**