

# Warranty: Captiva interior doors.



## 10 YEAR WARRANTY - CAPTIVA SELECT/TRADITIONAL INTERIOR DOORS (NON-FIRE-RATED)

## 5 YEAR WARRANTY - CAPTIVA SELECT/TRADITIONAL INTERIOR DOORS (20/45/60/90 MINUTE FIRE-RATED)

Captiva Wood Doors warrants to the original purchaser of an interior Captiva Wood Door that the product shall be free from defects in material and workmanship. The warranty period shall commence on the date of delivery.

The warranty periods are as follows:                      Captiva Select/Traditional (non-fire-rated): 10 years  
   Captiva Select/Traditional (20/45/60/90 minute fire-rated): 5 years

Should the product fail to conform to this warranty within the warranty period, Captiva Doors will, at its option, (i) repair the product, (ii) replace the product in its original state of purchase, or (iii) refund the price originally paid to Captiva for the product.

### This Warranty Does Not Cover:

- 1) Damage caused by failure to comply with the instructions in the Captiva Door Use & Care Guide.
- 2) Any door that is over 42" in width and/or 96" in height.
- 3) Warp that does not exceed ¼" in the plane of the door itself for doors not over 36" x 84". Warp that does not exceed 3/8" in the plane of the door itself for doors over 36" x 84". *Note: Captiva may defer repairing or replacing the product for up to 12 months from the date of installation or claim, as the warp may prove temporary as the door adjusts to weather conditions. This deferral will not count against the warranty period.*
- 4) Damage caused by anyone other than a Captiva representative while attempting to repair the product.
- 5) Damage caused by improper installation.
- 6) Damage caused by trimming more than one inch total of the product.
- 7) Doors trimmed at the top, more than 1" at bottom, or more than ¼" at each side.
- 8) Damage caused by nonalignment or bow in the frame or jamb in which the door is hung.
- 9) Natural variations in color, texture, character, or grain of wood.
- 10) Variations in gloss level, texture, or appearance resulting from field finishing.
- 11) Panel shrinkage or expansion due to natural characteristics of wood movement.
- 12) Gaps in stile and rail joints of 1/16" or less.
- 13) Doors containing dual wood species of face veneers and/or planks on each side.
- 14) Damage caused by failing to seal all six sides and hardware cutouts of the door. Doors must be sealed within 72 hours of fitting and/or hanging.
- 15) Damage caused by any cause beyond the control of Captiva, including, but not limited to, normal wear and tear, weathering, customer misuse/abuse/neglect, or acts of nature.
- 16) Doors shipped out of the continental US.
- 17) Any costs or charges relating to the replacement of the product, including transportation, shipping, removal, finishing, and installation.
- 18) Damage caused by failure of glazing, if the manufacturer's warranty period for that glazing has expired.



Custom Door with Beaded Panels

### Warranty Claims

Warranty claims must be submitted within 30 days of discovery of the believed issue. Claims must be submitted via email to [techsupport@northatlanticcorp.com](mailto:techsupport@northatlanticcorp.com) or in writing to Captiva Wood Doors Warranty Claims, 1255 Grand Army Hwy, Somerset, MA, 02726 and must include proof of purchase of product.

### Express Limitation

This warranty sets forth Captiva's maximum liability for its products. No other warranty, expressed or implied, with respect to its product is made. Captiva's liability is limited to the refund of the purchase price or repair or replacement of the defective product. This warranty is non-transferable.

### Disclosure

Formal acceptance of this warranty is not required. By accepting delivery of the product, the customer is also accepting the terms and conditions of the Captiva Doors limited warranty.