

interbois

Warranty

Interbois provides a claims service to allow you to return defective products. It is your responsibility to verify the product within five days of receipt. Interbois' liability is limited only to replacing defective products. Please note that the warranty does not cover finishing and/or installation or any associated costs. Additionally, if returned products have undergone alterations (such as painting, cutting, missing labels, etc.), it cannot be credited.

Defective products:

Please complete the "Product return form*" and have it approved by our sales or customer service representative. We will make arrangements with you to pick up the defective product via our representative, depending on the quantity. The credit will then be issued upon receipt of the products. Please note that damaged products that were accepted upon receipt will not be taken back.

Warranty conditions

Compliance with warnings specific to specie:

Be sure to carefully follow all the instructions and specific recommendations to the specie of the product. This includes usage precautions, weight limitations, cleaning recommendations and any other relevant advice to ensure the durability and safety of mouldings and interior finishing components.

Proper storage of products:

Be sure to store mouldings and interior finishing components in appropriate conditions. This may include storage away from moisture, excessive heat, temperature variations and any other element that may alter product quality. Proper storage will help preserve the integrity of the materials and prevent potential damage.

Product alternation:

Any modification of mouldings and interior finishing components may void the warranty unless otherwise specified by the manufacturer. This includes any structural modifications, cutting, painting or alteration of the original products. If modifications are necessary, it is recommended to consult the manufacturer or a qualified professional to ensure compliance with the warranty requirements.

Five-day claim period:

Any problem or defect noted on the mouldings and interior finishing components must be reported within five days of receipt of the products.

Contact us:
1 844 330-9345

Warranty 1/1

Revision 1

interbois

Interior doors and partitions limited warranty

Our warranty to you...

Interbois Products¹ are designed to create lasting value for your home. This warranty is effective for Interbois products manufactured on or after June 1, 2024 for use in the United States and Canada. Any previous warranties will continue to apply to doors manufactured by Interbois prior to this date. For additional information, including care and maintenance, information, refer to www.interbois.ca.

What this warranty covers.

We warrant to the original owner² if your Interbois product exhibits a defect in material or workmanship within the time periods from the date of purchase as specifier below, we will, at our option, replace or refund the purchase price of the product.

Owner-occupied single-family residence limited warranty:

Specie	Coverage
MDF	One (1) year
Knotty pin	Six (6) months

Transferability.

This warranty is not transferable.

How to get assistance.

If you have a problem with your Interbois door or partition, immediately upon discovery, contact the distributor or dealer from whom you purchased our product.

Contact us:
1 844 330-9345

Limited
warranty 1/3

Revision 1

interbois

What we will do.

Upon receiving your notification, we will send out an acknowledgement within three business days to the contact, which you have provided. We will investigate your claim and will begin to take appropriate action within 30 days after receipt of notification.

If your claim is approved, and we choose to repair or replace the product, the replacement product will be provided in the same specification as the original product or its nearest equivalent current product. Replacement products are warranted for the balance of the original product or service warranty, or 90 days, whichever is longer.

What this warranty does not cover.

Interbois is not liable for damage, product failure or poor product performance due to:

- Normal wear and tear, including normal wear and tear of weatherstrip; and natural weathering of surfaces. Variations in the colour or texture of wood or finish; surface cracks that are less than 1/32" in width and/ or 2" in length; for knotty alder and juniper: surface checks that are less than 1/8" in width and/or 5" in length, and knot placement, quantity, or size.
- Normal wear and tear to hardware and naturally occurring changes to hardware finishes (e.g., corrosion or tarnishing).
- Misuse or abuse; failure to follow the care and maintenance instructions.
- Alteration or modification of the Product (e.g. customer applied peepholes, mail slots, security systems).
- Any cause beyond our reasonable control (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our control).
- Improper installation not in conformance with Interbois installation instructions (note: see www.interbois.ca for current installation instructions); operational problems and problems related to water and/or air infiltration/leaking as a result of improper installation or flaws in building design or construction.
- Installation into a condition that exceeds product design standards and/or certified performance specifications and/or is not in compliance with building codes.
- Improper field finishing of all surfaces (front and back) and edges (top, bottom, and sides) of the door slab and frame (See our Finishing Instructions at www.interbois.ca); variation or unsatisfactory results in sheen or texture resulting from the field application of paint or any other finishing material.

Contact us:
1 844 330-9345

Limited
warranty 2/3

Revision 1

interbois

- Structural integrity issues or other problems caused by improper field fitting of the hardware, improper sizing of the door slab, or other assembly problems.
- Glass of doors and partitions.
- Hardware, accessories or inserts that are not provided by us.

Interbois is also not liable for:

- Slight expansion or contraction due to varying environmental conditions; slab movement (shrinkage or swelling) of 1/4" or less due to temperature and humidity
- Labor and materials for repainting or refinishing activities or the removal or disposal of defective product(s); labor exceeding the time periods specified above.

1 "Interbois Products" shall refer to interior door and partitions marketed under the Interbois brand name for use in the United States and Canada.

2 This warranty extends to the original owner (original owner means the contractor/dealer/distributor/purchaser and the initial owner of the structure where the product is initially installed) and is not transferable. The original purchaser of this product acknowledges that they have read this warranty, understand it and are bound by its terms and agrees to provide this warranty to the original owner of the structure into which the product is installed. Should state or provincial law preclude no transferability, then the warranty period is effective as applicable up to five (5) years from the date of initial purchase for door slabs and systems and one (1) year from the date of manufacture for the factory prefinish.

Contact us:
1 844 330-9345

Limited
warranty 3/3

Revision 1