



E. F. San Juan, Inc. Limited Lifetime Warranty

EFFECTIVE 8/1/2020

E. F. San Juan, Inc. is proud of its reputation as a manufacturer of quality custom wood millwork and cabinetry products. We are a family-owned and operated business and we care deeply about the products and services we provide. We believe that by extending this limited lifetime warranty, we show our confidence in the products we manufacture. We appreciate your trust and confidence in choosing E. F. San Juan and we hope you enjoy your custom wood millwork and cabinetry for many years to come.

E. F. San Juan, Inc., warrants to the original consumer purchaser, for as long as they own their home, that all custom wood millwork and cabinetry manufactured by E. F. San Juan is free from defects in materials and workmanship. Any defects in material or workmanship discovered during this warranty period shall, at the discretion of E. F. San Juan, Inc., be repaired or replaced free of charge subject to the limitations set forth below.

WARRANTY LIMITATIONS

1. This warranty is not transferable and applies only if full payment is received.
2. No representative of E. F. San Juan, Inc. has the authority to modify this warranty.
3. This limited warranty applies only to single-family, non-rental, non-commercial residences. The warranty period for custom wood millwork and cabinetry installed in commercial applications is one year from the original ship date.
4. This warranty does not cover damage from normal wear, misuse, abuse, improper storage, moisture and/or temperature-related damage or acts of God.
5. This warranty only applies to products manufactured by E. F. San Juan, Inc. Other products sold by E. F. San Juan, Inc. and/or incorporated into our custom millwork and cabinetry products shall carry the original manufacturer's warranty (e.g., glass, hardware, hinges, etc.).
6. This warranty does not apply to custom wood millwork and/or cabinetry installed outside of the lower 48 United States.
7. This warranty does not cover costs for labor associated with repainting/refinishing walls/floors, the removal or reinstallation of counter tops, plumbing fixtures, appliances, or related products and/or materials.
8. Damage claims on custom wood millwork and cabinetry stored for longer than 90 days are subject to review by E. F. San Juan, Inc. due to environmental exposure and additional handling issues.
9. Wood characteristics that are inherently associated with the grade of the wood species selected, such as grain variances, mineral streaks, worm holes, and/or knots are not considered defects under this warranty.

10. Wood millwork and cabinetry is susceptible to expansion and contraction caused by temperature and humidity variations. Surface checking, shrinkage, and/or cupping, which may cause cracks at the joints, may occur under normal interior and exterior conditions. In addition, natural woods may vary in texture, color and wood grain, and may exhibit subtle changes as they age. Sunlight, smoke, moisture, household cleaners and other environmental conditions may cause materials to vary from their original color. These conditions may also cause warp, splits, and/or cracks. These variations are considered to be the nature of the material in relation to their environmental exposure and are not covered under this warranty.

11. Sun-exposed exterior wood millwork and cabinetry that is painted or stained in a heat-absorbing color, including but not limited to black, grey, green and brown are not covered under this warranty.

12. Scratches in glass not visible when standing at least 10' away are not covered by warranty.

13. Defects or damages arising in or as a result of shipment by common carriers, private transportation and/or other means of transportation are not covered by this warranty.

14. Any condition arising from the neglect or failure to properly maintain the custom wood millwork and/or cabinetry product is not covered by this warranty.

15. Exterior doors not protected by substantial overhang and exposed to extreme weather conditions are not covered by this warranty. The depth of the protective overhang must be at least equal to the height of the door unit.

16. For custom wood cabinetry E. F. San Juan, Inc. has a warp allowance of 3/16" on any door or drawer front under 24" wide and 45" tall. Any cabinet whose warpage exceeds 3/16" and cannot be corrected by hinge adjustment will be replaced by E. F. San Juan, Inc. if the warpage is not brought into tolerance after 6 months of acclimation in the installed location.

17. For custom wood doors E. F. San Juan, Inc. has an allowance of 1/4" on doors of 6'8" in height or less, 3/8" on doors taller than 6'8" and up to 8' in height, and 1/2" in doors taller than 8' in height. Doors wider than 3'6" are not warranted against bow or twist. Warp is any distortion in the door itself and does not refer to the relationship of the door to the frame or jamb in which it is hung. The term warp shall include bow, cup, and twist. In measuring the amount of warp present in a door, the following method must be used. Bow, cup and twist are measured by placing a straight edge, taut wire or string in the suspected concave face of the door at any angle (e.g., horizontally, vertically, diagonally). The measurement of bow, cup and twist is made at the point of maximum distance between the bottom of the straight edge, taut wire or string and the face of the door. Action on any claim for warp may be deferred at E. F. San Juan, Inc.'s option for a period not to exceed twelve (12) months after installation to permit the door in question to acclimate to temperature and humidity conditions.

18. As materials and manufacturing methods change over time, E. F. San Juan, Inc. reserves the right to repair or replace any warranty-associated original item with new parts of similar style and/or material. When new finished materials are supplied in warranty replacement there is the possibility of some color variation when compared to the original materials. E. F. San Juan, Inc. will make a best effort to match the original colors, but cannot guarantee an exact match to aged materials.

19. In no event shall E. F. San Juan, Inc. be liable for incidental, economic, or consequential damages to the purchaser or to any third party, including, without limitation, damages arising from personal injury, loss of property, economic losses, or statutory or exemplary damages, whether from negligence, warranty, strict liability, or otherwise. Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitation on how long and implied warranty lasts, so the above limitation and exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

WARRANTY PERFORMANCE AND CLAIMS

All claims for defective custom wood millwork, cabinetry, and/or accessories must be submitted to E. F. San Juan, Inc. in writing within 30 days of detection and must specify the defects detected. Should defects in material or workmanship be determined to exist, E. F. San Juan, Inc. will elect at its discretion to either repair or replace the defective material or component, excluding labor costs. Claims should be mailed to E. F. San Juan, Inc., Post Office Box 249, Youngstown, FL 32466. The warranty statements contained in this Limited Lifetime Warranty set forth the only express warranties extended by E. F. San Juan, Inc. for custom wood millwork and cabinetry products installed in your home and are offered in lieu of all other warranties, express or implied, or warranty for a specific purpose. The provisions set forth in this Limited Lifetime Warranty establish the only liability of E. F. San Juan, Inc. concerning the custom wood millwork and cabinetry products and E. F. San Juan, Inc. shall not be liable to the homeowner for incidental, economic, or consequential damages for any breach of any other express or implied warranty thereon.