

DuraStraight™ Warranty

Washington Hardwoods warrants that each DuraStraight™ frame, for the life of the original installation from date of shipment from Washington Hardwoods, is of good material and workmanship and free from defects that would render such frame unserviceable or unfit for the ordinary, recommended interior use.

Prior to Installation

Any DuraStraight™ frame found by an authorized representative of Washington Hardwoods to be defective within the scope of this warranty, prior to installation, will, at Washington Hardwoods option, either be repaired or replaced with an identical Washington Hardwoods product delivered to the location or structure without charge. If repair or replacement is not practical, Washington Hardwoods will refund the purchase price of the product.

After Installation

If a DuraStraight™ frame becomes defective after installation, Washington Hardwoods will agree, in addition to the above, to reimburse the reasonable expenses for removing and reinstalling. Such removal and reinstalling shall be performed only with the approval of Washington Hardwoods and after the cost has been determined.

If the defect for which the frame or frame component is being rejected was visible and apparent prior to installation, Washington Hardwoods will not be responsible for the cost of removal and reinstalling the product.

Characteristics Excluded from This Warranty

1. The performance and/or appearance of all field finished materials.
2. Natural variations in the color, texture, character or cut of the wood.
3. Frames that have been improperly installed and/or altered by other than Washington Hardwoods.
4. Damage caused by improper handling and/or on-site storage.

Limitations and Exclusions

Washington Hardwoods shall have no liability under this warranty unless such frames and/or frame components have been handled, stored, finished, installed and maintained in accordance with established building practices and have been subjected only to their ordinary, recommended interior use.

This warranty shall be void and Washington Hardwoods shall have no liability hereunder if the purchaser installs, treats or retains, for more thirty (30) days, a DuraStraight™ frame containing an obvious defect, without giving notice as required herein.

WASHINGTON HARDWOODS MAKES NO OTHER EXPRESS OR IMPLIED WARRANTY BEYOND THE FOREGOING, INCLUDING BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. WASHINGTON HARDWOODS SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INDIRECT OR INCIDENTAL DAMAGES.

How To Make A Claim

Immediately upon discovering that a DuraStraight™ frame is defective or fails to conform to this written warranty, the purchaser shall send a notice in writing to:

Washington Hardwoods
3257 17th Avenue West
Seattle, Washington 98119-1708
Phone 206.283.7574
Fax: 206.283.0970