



General and Warranty Information

All prices are F.O.B., Aumsville, OR 97325.

All orders must be approved by White Bird Woods; you will receive a written confirmation of your order for your review. Should you find an error or discrepancy, it is your responsibility to notify our office immediately. The confirmation of order will include an estimated shipping week. If we are unable to meet this date, we will notify you in advance.

All change orders and cancellations should be made with our office immediately. If work has already started on your order, you may be liable for incurred costs.

CAD drawings are available upon request at time of purchase. If CAD drawings are required prior to purchase order, you may be charged a fee that will be credited back at time of purchase.

Most orders are shipped F.O.B., Aumsville, OR via common carrier. Freight charges will be included on your final invoice. If you wish to will-call or make other arrangements, please notify us at the time of order.

Your order will be carefully inspected before crating and shipping. *Any and all freight claims must be made by you, the consignee, with the freight company.* While we can be available to assist with a freight claim procedure, we highly recommend that you inspect your shipment while the driver waits; this is common procedure. In any event, if you suspect that a shipment has sustained freight damage:

1. Open the crate or crates while the driver is still present and inspect the product.
2. Note the time and extent of obvious damage on the Bill of Lading; take photographs if possible.
3. Contact the freight company immediately and schedule an inspection by one of their representatives.
4. Notify us so we may assist you and possibly be there during the inspection.
5. If damage is concealed/not visible until the crate has been opened, follow the same procedures above.
6. Save all crating materials until the matter has been settled.

If you feel you have received a defective product, please notify our office within one week of receipt so that we may come and inspect. We will determine what procedures are appropriate, depending upon the extent of the defect. Please save all crating material in case the product needs to be shipped back to our mill.

Our payment terms are 2% 10 days, Net 30. You should receive an invoice no later than 2-3 days after shipment. Late payments are subject to interest of 1.5% per month. Any exceptions must be agreed to in writing. These terms are subject to change at our discretion.

Layout Considerations

We manufacture custom doors to suit unique conditions and tastes. We always do our best to satisfy our customers' expressed needs, but we sometimes find it necessary to make minor layout changes in order to ensure the structural and aesthetic integrity of doors. Minor layout changes may consist of adding width to a stile or rail (by 10% or less), or raising or lowering a rail by a small amount (1/4" or less). Please be advised that we reserve the right to make such minor changes and may do so without notice at our discretion. If there is a specific feature on your custom door that carries more importance for you, please make sure we are advised of that feature when you order.

Fire Doors ("20-Minute" Doors)

We purchase fire doors from outside vendors who are licensed and equipped to construct doors that meet fire safety standards. They are limited to certain dimensional requirements that render their doors acceptable in terms of those standards. Consequently, such doors may vary dimensionally from other doors in your order. We have no control over and are not responsible for these variations. We will make every attempt to advise you of any variation during quoting.

Price Quotations

Quotes are valid for 30 days; however, because the prices of wood varieties and other associated materials can vary on a weekly (even daily) basis, custom pricing is constantly dependent upon a changing market. Consequently, a price that we quote to you may change from one quote revision to the next. Therefore, please be aware that while we do our best to hold down our prices, we sometimes find it necessary to increase them to meet our own costs.



Limited Door Warranty

White Bird Woods warrants that each stile and rail door manufactured at its Aumsville, Oregon facility meets or exceeds industry standards and is warranted for a period of one (1) year from the date of shipment, unless otherwise indicated.

Using professional workmanship, White Bird Woods manufactures each door with sound material so that the door is free from defects that would render it unfit or unserviceable for its intended use. Every door is inspected before final shipment.

All doors must be finished and sealed in accordance with *White Bird Woods Care and Handling Guidelines*, and any deviation from those guidelines will render the warranty null and void.

This warranty gives you specific legal rights, and you may have other rights that vary from state to state. Please read the ***Exterior Door Overhang Requirements*** section on page 39.

The following are not considered defects in workmanship or material and are excluded from our warranty (Please see “Cedar” on the following page):

1. Damage caused by improper handling or on-site conditions.
2. Damage caused by repair attempts not authorized by White Bird Woods.
3. Failure to seal the door properly on all six (6) sides.
4. Natural variations in the grain or color of the wood.
5. Warp or bow less than 1/4” in the plane of a door 3’ x 7’ or smaller. For doors larger than 3’ x 7’, warp or bow less than 3/8” in any 3’ x 7’ section in the plane of the door.
6. Doors painted or stained any dark color. Dark colors increase the potential for excess shrinkage by causing wood to absorb and collect heat.
7. Panel shrinkage or misalignment.
8. Doors not properly hung or installed.
9. Doors warped or bowed due to the frame or jamb being misaligned.
10. Surface checking, a natural aging characteristic of open grain woods.
11. See “Harmful Exposure” on page 38.
12. Failure to meet *minimum overhang requirements* as outlined on page 39.

If a door is determined to be factory-damaged or defective, White Bird Woods reserves the right to:

1. Repair the door.
2. Provide replacement parts for repair.
3. Provide a replacement door.

A replacement door or parts will be considered as originally purchased from White Bird Woods. This warranty does not include any refinishing, installation, or freight charges.

Cedar

We do not warrant cedar doors against cracking. All wood expands and contracts when it accepts or gives up moisture, therefore the size of wood changes with the climate, and in the case of a door that sits between an interior climate controlled house and ever- changing outside weather, there is constant tension between the interior and exterior sides of that door.

Cedar is more prone to splitting than most of the other woods that we commonly use. That does not necessarily make it a bad choice for an exterior door; however, we choose not to warranty against the possibility of cracking or splitting. We make this clear at the time of quoting cedar doors.

When we make a door out of cedar, the parts are either engineered or double-laminated. This is for stability. In the event of a crack, that crack should not split all the way through the door.

Harmful Exposure

If your wood door will be exposed to constant moisture and/or direct sunlight, we will not warrant the door against the effects of that exposure; however:

We frequently build doors that will be subject to harmful exposure. Bringing this situation to our attention **early** in the quoting phase will allow us to use several tactics to reduce the risks of that exposure. These include:

- Mortise and Tenon Construction
- Epoxy Sealing of All Rail Ends During Construction
- Epoxy Sealing of All Stile Ends after Trimming to Length
- Heavy, Double-Bed Glazing
- Engineering for Improved Water Shedding from the Door Surface



White Bird Woods Care and Handling Guidelines

To maintain warranty protection, the following care and handling guidelines must be followed.

Door Handling and Installation:

1. Handle doors with clean hands and equipment.
2. Do not subject doors to extreme heat, dryness, humidity, direct sunlight, or sudden temperature changes.
3. Store doors on a flat, level surface at least 4" above the floor in a dry, well-ventilated location. Avoid leaning doors at an angle.
4. Avoid dragging doors across one another.
5. Never cover unfinished doors with plastic sheets when they are exposed to direct sunlight. Doing so causes a "hothouse" effect that rapidly increases the moisture content of the wood.
6. To prevent excessive moisture absorption, cracking, or drying of wood, completely seal interior or exterior doors (including top and bottom edges, mortised and drilled areas) prior to hanging.
7. Doors should never be stored at a job site until sheetrock, plaster or stucco is dry.
8. If doors will be stored more than 30 days after delivery or on a job site, the entire door must be sealed including the top and bottom to prevent rapid moisture loss or absorption which can lead to wood cracking, splitting and warpage of the door.

Door Finishing:

1. Prior to applying finish, make sure the finishing area is dry and well-ventilated. Doors must be allowed to equalize to stable moisture content before finish is applied.
2. Wood panels are designed to "float." It may be necessary to carefully tap them into alignment prior to finishing. This may be done by using a wood block and soft hammer.
3. Doors should be lightly sanded with 220 or 180 grit sandpaper to remove handling marks or scratches. Dust or foreign material must be removed with a dry cloth before finish is applied. Avoid using caustic or abrasive cleaners.
4. Dark finish colors absorb heat and cause wood to dry out. Excessive heat buildup and loss of moisture may cause warping, cracking, and/or splitting. Therefore, it is important to avoid dark finish colors. Doors are more effectively protected by finishing them with light colors. **Painting or staining a door a dark color voids the warranty.**
5. Use finish that meets expected exposure requirements. Exposed locations and climactic conditions may require special protection for a door to maintain its structural integrity.
6. Adequate overhang and/or protection are needed on exterior doors to prevent exposure to the elements. Constant exposure to rain and sunlight will cause any finished product to deteriorate. Overhangs and proper protection help minimize the effects of weathering.
7. All glass surfaces should have the stain/paint overlap slightly where glass and wood members come together to provide an additional seal, to protect against water penetration, and to help protect glazing compound from moisture loss.
8. All exposed surfaces of the door (top, bottom, sides) must be properly finished and sealed to ensure proper protection of the wood.
9. Use compatible base and top coats.

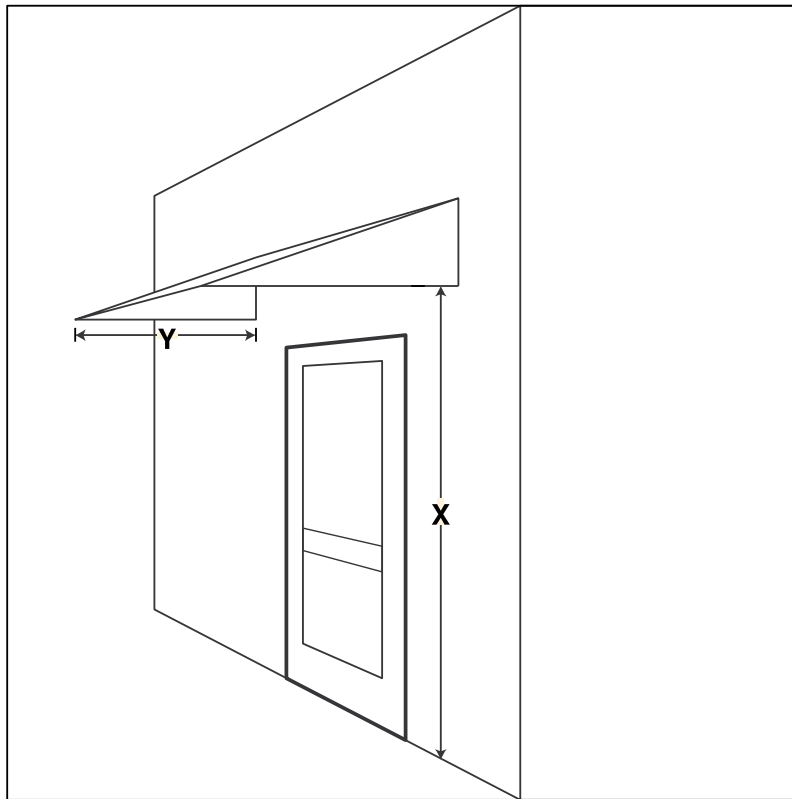
Follow the recommendations above and adhere to the requirements of paint/stain manufacturers to ensure the longevity and usability of your door.

Exterior Door Overhang Requirements

All exterior White Bird Woods doors must have overhangs adequate to protect them from rain, moisture, and sunlight. The **minimum** overhang requirements for warranty consideration are as follows:

- The overhang (**Y**) must extend outward at least one half the distance from the bottom of the door(s) to the bottom of where the overhang begins (**X**). **See drawing below.**
- The width of the overhang must be at least twice the width of the door.

An adequate overhang is essential to protect your exterior door and maintain warranty coverage. If the climate in your area includes significant rainfall and/or intense sunlight, a larger overhang may be required. Additionally, more frequent maintenance may be necessary.





Finishing Considerations

- ➔ Dark colors should not be used and will void the warranty. Dark colors absorb heat and cause wood to dry out resulting in warping, cracking and/or splitting.
- ➔ All glass surfaces should have the paint/stain overlap the area where glass and wood members meet. This will provide an additional seal, protect against water penetration and prevent the glazing compound from drying out.
- ➔ A door must be sealed and finished on all six exposed sides. Failure to do so will void the warranty.
- ➔ A minimum of one coat of exterior primer or sealer, followed by two to three coats of the best quality exterior paint or clear exterior finish must be used in addition to any stain.
- ➔ It is necessary to make certain that base and top coats are compatible.

Please see our *Care and Handling Guidelines* on page 38 for more detail.