

Dallas Millwork, Inc.

P.O. Box 549 Hiram, GA 30141 Phone: 770-943-3909 Fax: 770-943-1657

July 1, 2009

TO OUR VALUED CUSTOMER:

Effective July 6, 2009 Dallas Millwork will not accept any warranty claim on product that is not pre-approved by Dallas Millwork's Sales Manager. We have received several calls concerning the warranty issues, many of which have been assessed by your sales personnel as being a warranty issue prior to contacting our company. We can't continue to do this since we do not receive credit from our vendors without their pre-approval.

We are going to work with our customers on all warranty issues. Dallas Millwork has and will always make great effort to work with our customers to handle each and every warranty issue as they arise.

We can't continue to absorb the cost of these issues without first consulting our vendors. Dallas Millwork, yourself and our vendors must cooperate to resolve these issues. We will no longer accept any warranty issues without having prior contact from you and the enclosed warranty claim paperwork completed and returned to Dallas Millwork.

We want you and your sales personnel to work to satisfy your customers. We don't want them to issue credit or pay for any repairs without our prior approval. We will no longer accept any back charges or issue credit for any warranty claims that have not been pre-approved by either Barry Manley or Bill Moore. We completely understand the tough economic times that our industry is facing. We can't continue to absorb charges that are not in line with industry standards. Please find enclosed our warranty information and claim form. These warranty guidelines need to be followed to insure all customers the best service we can provide through the coming growth we are assured to have.

Please feel free to contact Barry Manley or Carlos Deupree with any concerns or questions regarding this new warranty procedure. It is our goal to provide you with the very best product, quality, lead time and dependability. Please help us to provide your customer with the correct product that best serves their needs. We are committed to manufacturing the best product on the market. We will continue to provide great support to help you and your customer receive a superior product.

Sincerely,

Barry Manley, Sales Manager
bmanley@dallasmillwork.com

678-384-7083

Enclosures

DALLAS MILLWORK WARRANTY INFORMATION

“Warp” is any distortion in the door itself, and does not refer to the relationship of the frame or jamb in which it is hung. The term “warp” includes bow, cup, and twist. To measure the amount of warp present in a door, the following method is used: bow, cup, and twist are measured by placing a straight-edge, taut wire or string on the suspected concave face of the door at any angle (i.e. horizontally, vertically, diagonally) with the door in its installed position. The measurement of bow, cup and twist shall be made at the point of maximum distance between the bottom of the straight-edge, taut wire, or string and the face of the door.

We guarantee that our doors will not warp or twist for a period of **one year from the date of shipping**. A warp or twist of less than 1/4” for a 3/0 x 8/0 door is not considered a defect. Doors wider than 3/0 or taller than 8/0 are not warranted against warp, bow or twist.

Effective August 2005, Dallas Millwork Inc:

EXCLUSIONS FROM THIS WARRANTY:

1. The appearance of field finished doors.
2. Natural variations in color, texture of surface checking on wood are not considered defects.
3. The warranty against warp does not apply to doors that are improperly hung or do not swing freely.
4. This warranty does not cover any deterioration caused by failure to protect and seal all exposed surfaces and edged of the door either prior to or immediately after hanging.
5. Failure to follow “Handling, Job Finishing and Installation Instructions” as outlined in this warranty.
6. Alterations to the structure of the door.
7. Radius top doors are not warranted against warping or bowing.
8. Door panels over 14 inches wide are not warranted against cracking or warping.
9. Doors that are not properly protected from weather with an adequate roof overhanging.
10. Any doors painted or stained Black or other dark colors.

HANDLING, JOB FINISHING AND INSTALLATION INSTRUCTIONS:

1. Do not expose doors to excessive heat dryness, direct sunlight or humidity prior to finishing.
2. Doors are correctly stored on edge in clean, dry surroundings at least 3” off the floor with protective overings under the bottom and over the top of the door. Do not lean.
3. Correct and proper sealing of ALL 6 sides of the door is essential. Seal immediately after the door is delivered to the site (including hardware cut-outs).
4. Handle doors with clean gloves and do not drag across each other.
5. All hardware locations and preparations for hardware must be appropriate for the specific door.
6. Any sealer or primer applied (see 3 above) must be applied immediately after cutting and fitting and prior to handling. (Note: Water based coating on unfinished wood may cause veneer splits, highlight joints and raised wood grain, and therefor should be avoided).
7. All handling marks and sanding dust should be removed with 150 grit or fine sandpaper.
8. All units should be covered and/or protected before using corrosive chemicals for cleaning of material such as stone and brick which can cause sill failure on glass and/or tape failure on SDL Bars.

**For Complete copy of warranty contact your Dallas Millwork Representative
770-943-3909 or 1-800-MILLWORK**

BOTTOM OF DOOR HAS BEEN SEALED AND SWEEP APPLIED BY DALLAS MILLWORK INC.

DALLAS MILLWORK, INC.
119 SUNNYLAND DRIVE, HIRAM GA 30141 (770) 943-3909 FAX (770) 943-3900

WARRANTY INFORMATION

DALLAS MILLWORK, INC. WARRANTS TO THE ORIGINAL PURCHASER THAT THE QUALITY OF MATERIALS AND WORKMANSHIP OF ALL PRODUCTS MANUFACTURED BY US SHALL BE FREE OF FACTORY CAUSED DEFECTS THAT WILL RENDER THE PRODUCT UNSERVICABLE DURING A PERIOD OF ONE YEAR AFTER DATE OF MANUFACTURE.

SHOULD A PRODUCT OR COMPONENT PART BE PROVEN TO BE DEFECTIVE, DALLAS MILLWORK WILL, AT IT'S OPTION, OFFER A REPLACEMENT PART OR PRODUCT, OR REFUND THE ORIGINAL PURCHASE ORDER PRICE TO THE ORIGINAL PURCHASER. TEXTURE AND COLOR VARIATIONS AND AESTHETICS IN GENERAL DO NOT CONSTITUTE SERVICEABLE DEFECTS IN MATERIAL. CARE IN TRANSPORTATION, INSTALLATION, FINISHING AND MAINTENANCE ON NEW OR REPLACEMENT PARTS AND PRODUCTS ARE THE RESPONSIBILITY OF PARTIES OTHER THAN DALLAS MILLWORK. ALL BARE OR PRIMED WOOD PRODUCTS MUST BE PRIMED, SEALED, AND/OR PAINTED WITH SUPERIOR MATERIALS TO EQUAL OR EXCEED INDUSTRY STANDARDS. ALL EXTERIOR PARTS MUST BE FINISHED PRIOR TO INSTALLATION. THIS WARRANTY COVERS ONLY PRODUCTS MANUFACTURED BY DALLAS MILLWORK AND LISTS THE ONLY RESPONSIBILITIES AND REMEDIES THERETO. NORMAL AGING, INCIDENTAL DAMAGES, MISUSE OR DEPRECIATION FROM USE, ABUSE OR MISHANDLING OF PRODUCTS IS NOT COVERED. DAMAGE FROM FIRE, CORROSIVE CHEMICALS, SALT, ACID RAIN, FLOOD, NATURAL DISASTER OR ACTS OF GOD ARE NOT COVERED. DALLAS MILLWORK MAKES NO OTHER WARRANTY OR GUARANTEES, EXPRESS OR IMPLIED EXCEPT AS CONTAINED HEREIN AND IN SOLE REGARD TO PRODUCTS MANUFACTURED BY DALLAS MILLWORK ONLY. THIS WARRANTY IS MADE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, OR ASSUMED MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTIES WHICH ARE NOT HEREBY EXCLUDED DUE TO OPERATION OF LAW ARE LIMITED IN DURATION TO THE DURATION OF THE EXPRESS WARRANTY PROVIDED HEREIN FOR THE PRODUCT WARRANTED. ALL WARRANTIES ARE RENDERED TO THE ORIGINAL PURCHASER ONLY AND ARE NOT TRANSFERABLE. WARRANTY IS WITHHELD FROM ANY PRODUCT FOR WHICH PAYMENT HAS NOT BEEN RECEIVED.

EXCLUSIONS AND VARIANCES TO THE GENERAL LIMITED WARRANTY
GLASS AND INSULATED GLASS

DALLAS MILLWORK, INC. WARRANTS ALL INSULATED GLASS UNITS TO THE ORIGINAL PURCHASER TO BE FREE FROM FAILURE OF THE AIR SEAL FOR A PERIOD OF FIVE YEARS FROM THE DATE OF THE GLASS UNIT MANUFACTURE. A TEN YEAR WARRANTY IS AVAILABLE UPON REQUEST BUT WITH AN UPCHARGE. THIS WARRANTY DOES NOT COVER CRACKED, BROKEN OR DAMAGED GLASS DUE TO ACCIDENT, ABUSE, HANDLING, HEAT BUILD-UP OR FAULTY INSTALLATION. ONE-LITE IG UNITS EXCEEDING THE FOLLOWING SIZE LIMITATIONS OF CONTINUOUS GLASS SURFACE AREA SHALL HAVE NO WARRANTY: SASH SET UNITS – NOT TO EXCEED 35 SQUARE FEET, DIRECT SET UNITS – NOT TO EXCEED 30 SQUARE FEET, TRUE DIVIDED LITE UNITS EXCEEDING 40 SQUARE FEET OF SASH AREA SHALL HAVE NO WARRANTY. WARRANTY IS FURTHER WITHHELD FROM ANY UNIT SUBJECTED TO PRESSURE WASHING, CORROSIVE OR HARSH CLEANING COMPOUNDS, OR THE INTRODUCTION OF GLASS FILMS OR TINTING BY OTHERS. INSULATED GLASS UNITS EXPOSED TO AN ATMOSPHERIC PRESSURE IN EXCESS OF 5,000 FEET ABOVE SEA LEVEL ARE NOT COVERED BY THIS WARRANTY. MINOR SCRATCHES OR OTHER IMPERFECTIONS IN GLASS THAT DO NOT IMPAIR STRUCTURAL INTEGRITY OR SIGNIFICANTLY OBSCURE NORMAL VISION OR VIEWING CAPABILITIES ARE NOT CONSIDERED MANUFACTURING DEFECTS AND ARE NOT COVERED BY THIS WARRANTY. SHOULD THERE BE A COVERED SEAL FAILURE NOT CAUSED BY ONE OF THE ABOVE FACTORS, DALLAS MILLWORK WILL PROVIDE AT ITS DISCRETION EITHER A REPLACEMENT PIECE OF INSULATED GLASS OR A SASH GLAZED WITH INSULATED GLASS DELIVERED TO THE ORIGINAL POINT OF PURCHASE. INSTALLATION LABOR, JOBSITE CARTAGE, PAINTING, FINISHING AND RELATED ISSUES AND ANY DAMAGES ARISING FROM SUCH ISSUES ARE NOT THE RESPONSIBILITY OF DALLAS MILLWORK.

DOORS:

DALLAS MILLWORK MANUFACTURES DOORS TO REQUESTED CUSTOM SPECIFICATIONS AND CUSTOMER DESIRES. DOORS WITH ANY OF THE FOLLOWING SPECIFICATIONS OR FEATURES WILL HAVE NO WARRANTY:

- A. DOORS WIDER THAN 40"
- B. DOORS TALLER THAN 96"
- C. STILES OR RAILS LESS THAN 4"
- D. DOORS WITH RADIUS TOPS
- E. VERTICAL GRAIN WOOD PANELS WIDER THAN 14" ARE NOT COVERED AGAINST SPLITTING. WARRANTY FOR SPLIT PANELS LESS THAN 14" WIDE SHALL BE MADE FOR ANY SPLIT THROUGH BOTH SIDES OF THE DOOR PANEL THAT ALLOWS LIGHT TO BE VISIBLE THROUGH THE SPLIT. PANEL SHRINKAGE AND EXPANSION ARE NORMAL NON-WARRANTIED EVENTS.

DOORS NOT INSTALLED OR MAINTAINED UNDER THE FOLLOWING CONDITIONS WILL BE VOID OF WARRANTY:

- A. DOORS MUST BE STORED AND TRANSPORTED FLAT AND PROTECTED FROM MOISTURE AND/OR EXCESSIVE TEMPERATURE CHANGES PRIOR TO PRE-HANGING, INSTALLATION AND FINISHING.
- B. DOORS MUST BE HUNG AND INSTALLED PLUMB AND LEVEL WITH HINGES MEETING MINIMUM INDUSTRY STANDARDS (3 HINGES PER DOOR UNDER 90" TALL AND 4" PER DOOR OVER 90" TALL), ADEQUATELY WEATHERSTRIPPED, AND WITH ENOUGH PERIMETER CLEARANCE TO ALLOW FOR NATURAL SWELLING.
- C. EXTERIOR DOORS MUST HAVE ADEQUATE EXTERIOR PAINT OR STAIN WITH SEALER AND HAVE BOTH SIDES AND ALL FOUR EDGES THOROUGHLY SEALED AGAINST MOISTURE PENETRATION.
- D. DOORS WITH GLASS MUST HAVE THE FINAL COAT OF PAINT OR SEALER UNIFORMLY LAP OVER ONTO THE GLASS AT LEAST 1/16" OF AN INCH.
- E. DARK GRAIN WOOD WITH CLEAR FINISH OR DOORS PAINTED OR STAINED A DARK COLOR MUST BE KEPT FROM DIRECT SUNLIGHT.
- F. DOORS MUST NOT BE HANDLED, INSTALLED OR MAINTAINED SO AS TO PRODUCE A WARP OR BOW IN THE DOOR. WARPING IS A VARIATION IN THE PLANE OR FLATNESS OF THE DOOR ITSELF AND DOES NOT REFER TO THE RELATIONSHIP OF THE DOOR TO THE FRAME IN WHICH IT IS HUNG. A BOW OR WARP OF 1/2" OR LESS IN THE ENTIRE PLANE OF THE DOOR IS NOT CONSIDERED A FACTORY DEFECT. DOORS OVER 40" WIDE OR 96" TALL ARE NOT

WARRANTIED FOR WARP. FOR ANY WARRANTY CLAIM INVOLVING WARPAGE, DALLAS MILLWORK SHALL BE ALLOWED TO DEFER ACTION ON REPAIR OR REPLACEMENT FOR A PERIOD OF UP TO ONE YEAR FROM THE DATE OF THE CLAIM AND/OR INSTALLATION, SO AS TO ALLOW THE DOOR TO ADJUST TO NORMAL CONDITIONING AND EQUALIZATION TO THE TEMPERATURE AND HUMIDITY ENVIRONMENT IN WHICH IT HAS BEEN PLACED. THIS DEFERRAL PERIOD WILL NOT COUNT AGAINST THE ALLOWABLE ONE YEAR WARRANTY PERIOD.

WARRANTY INFORMATION

EXCLUSIONS AND VARIANCES TO THE GENERAL LIMITED WARRANTY:

BUILDING CODE AND/OR LOCAL ORDINANCE COMPLIANCE:

DETERMINATION OF PROPER BUILDING DESIGN, CONSTRUCTION, AND COMPONENT SPECIFICATIONS ARE THE COMBINED RESPONSIBILITY OF A DESIGNER, BUILDING OWNER AND CONSTRUCTION CONTRACTORS, AND NOT DALLAS MILLWORK. NO PRIOR KNOWLEDGE OF, OR RESPONSIBILITY FOR, ANY APPLICABLE BUILDING CODES OR ORDINANCES AND/OR NECESSARY SPECIFICATIONS RESULTING THEREFROM CAN BE ASCRIBED TO DALLAS MILLWORK, EXCEPT AS MAY BE NOTED BY THE ORIGINAL PURCHASER ON HIS PURCHASE ORDER TO DALLAS MILLWORK.

SYNTHETIC STUCCO AND E.I.F.S. SYSTEMS:

DALLAS MILLWORK'S PRODUCTS THAT SHALL BE INSTALLED IN ANY STRUCTURE SURFACED IN WHOLE OR IN PART WITH EXTERIOR INSULATION FINISH SYSTEMS OR ANY OTHER SIDING SYSTEM THAT PREVENTS THE EXCHANGE OR RELEASE OF TRAPPED WATER AND WATER VAPORS SHALL BE DEEMED TO HAVE BEEN SOLD WITH NO WARRANTY WHATSOEVER.

WARRANTY OF MARLEY COMPONENTS

ALL EXPANDED, EXTRUDED POLYVINYLCHLORIDE PARTS AND COMPONENTS OF MARLEY BY DALLAS MILLWORK ARE WARRANTIED AGAINST WOOD ROT AND WOOD DESTROYING ORGANISMS FOR AS LONG AS THE ORIGINAL PURCHASER OWNS THEM.

IT IS OUR PRIDE TO MANUFACTURE INNOVATIVE AND BOLD, YET FUNCTIONAL MILLWORK. FROM TIME TO TIME, DESIGNS AND PRODUCT DESCRIPTIONS ARE SUBMITTED TO DALLAS MILLWORK FOR MANUFACTURE WHICH, IN OUR OPINION MAY CONTAIN ASPECTS OR FEATURES THAT MAY AT SOME TIME BECOME ITEMS OF SERVICEABLE CONCERN. THESE PRODUCT ASPECTS OR FEATURES MAY PROVE TO BE ENTIRELY SERVICEABLE OVER THE LIFE OF THE PRODUCT. THEREFORE, DALLAS MILLWORK RESERVES THE RIGHT AND ACKNOWLEDGES ITS OBLIGATION TO LIMIT OR WITHOLD WARRANTY ON ANY SPECIFIC ITEM, PART, FEATURE OR PRODUCT WHICH IT DEEMS OF SERVICEABLE CONCERN.

WOOD IS A NATURAL MATERIAL WITH VARIATIONS IN COLOR, TEXTURE & FIGURE. THESE VARIATIONS ARE INFLUENCED BY THE NATURAL GROWING PROCESS AND ARE UNCONTROLLABLE. THE COLOR OF WOOD WITHIN A TREE VARIES BETWEEN THE SAPWOOD AND THE HEARTWOOD. VARIOUS SPECIES PRODUCE DIFFERENT GRAIN PATTERNS WHICH INFLUENCE THE SELECTION PROCESS. THERE WILL BE VARIATIONS OF GRAIN PATTERNS AND COLORS WITHIN ANY SELECTED SPECIES. DALLAS MILLWORK WILL MAKE EVERY EFFORT TO MATCH THE UNFINISHED COLOR, FIGURE AND GRAIN OF EACH DOOR COMPONENT REVEALING A REASONABLY UNIFORM PRESENTATION OF THE NATURAL COLOR OF THE WOOD.

THIS WARRANTY RENDERS SPECIFIC LEGAL RIGHTS TO THE PURCHASER OF DALLAS MILLWORK'S PRODUCTS AND THERE MAY BE OTHER RIGHTS THAT VARY FROM STATE TO STATE IN THE UNITED STATES OF AMERICA. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATION OF THE DURATION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT APPLY TO ALL PURCHASERS.

TO FILE A CLAIM YOU WILL BE REQUIRED TO PROVIDE THE FOLLOWING INFORMATION:

1. YOUR NAME, ADDRESS AND TELEPHONE NUMBER
2. DESCRIPTION OF THE PRODUCT FOR WHICH THE CLAIM IS BEING MADE
3. THE NAME OF THE DEALER OR DISTRIBUTOR FROM WHICH THE PRODUCT WAS PURCHASED.
 4. PROOF OF PURCHASE
 5. A FULL DESCRIPTION OF THE DEFECT.

WARRANTY CLAIM FORM

Dallas MILLWORK,INC.
P.O. BOX 549
HIRAM,GA 30141
PHONE (770)-943-3909 FAX (770)-943-3900

COMPANY NAME _____ DATE OF YOUR PO _____

YOUR PO # _____ PLEASE PROVIDE PHOTOS, DATE PHOTOS PROVIDED _____

CONTACT INFORMATION FOR YOUR COMPANY:

NAME _____ CONTACT NUMBER(S) _____

YOUR CUSTOMER CONTACT AND INFORMATION

NAME _____

ADDRESS _____

PHONE(S) _____

LINE(S) ON YOUR PO THAT ARE WARRANTY RELATED _____

DETAILS OF WARRANTY ISSUE _____

*****FOR DALLAS MILLWORK,INC OFFICE USE ONLY*****

MATERIALS AND TIME _____

HOW WAS ISSUE RESOLVED _____

CUSTOMER SIGNATURE _____ DATE _____

WARRANTY INFORMATION

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For Complete copy of warranty contact your Dallas Millwork Representative

**BOTTOM OF DOOR HAS BEEN *SEALED* AND *SWEEP APPLIED*
BY DALLAS MILLWORK INC.**