



Lifetime Limited Warranty

RESO WARRANTY

Reso's products are built and designed to high industry standards and are warranted pursuant to the terms of this document.

This warranty applies to Products sold by Reso company or Reso's distributes that are installed in residential or commercial facilities in the United States and Canada.

Reso warrant that each door bearing the RESO brand and identification mark as of the date of manufacture and Reso further warrants, except as stated below, that each such door, at the time of the shipment from Reso is of good material and workmanship and free from defects that would render such a door unserviceable or unfit for the ordinary, recommended use. The Reso Limited Lifetime Warranty applies to new doors other than those sold "as is."

LIFETIME LIMITED WARRANTY

Lifetime Limited Warranty for doors used in an interior application (defined as being exposed to controlled interior climatic conditions on both sides of the door). This warranty applies to Door frames, hinges, and door slabs. The Lifetime warranty on interior doors does not apply for commercial hospitality, in which case, the five-year warranty will apply.

HOW TO MAKE A CLAIM

Immediately upon discovering that the door is defective or fails to conform to this written warranty, the end-user shall send a notice in written to the dealer or distributor from whom the door was purchased or to RESO INC, 1930 Avenue L, Riviera Beach, Florida 33404; another method to contact us by email – warranty@reso-usa.com or by phone at +1 561-328-8539

If you detect a warranty issue, please provide the following information:

1. Description of the Product and a photo of the defect;
2. Name and address of the location of the Product and, if installed, the builder and/or the installer;
3. Proof of Sale if you bought the door and, if not, the date you purchased the residential home or date it was installed;
4. Detailed explanation of the defect;

SPECIAL NOTES

Some states do not allow limitations on how long an implied warranty lasts. Reso's liability under these warranties shall be to provide a replacement for the door claimed to be defective. Reso shall not be liable for consequential, indirect, or incidental damages or for any amount in excess of the purchase price of the defective door, whether the claim is for breach of warranty or negligence. Reso is not responsible for installing or finishing replacement doors or door components. Some states do not allow the exclusion or the limitation of incidental or



consequential damages, so the above limitations or exclusions may not apply to you. Each of these warranties gives you specific legal rights, and you may have other rights which vary from state to state.

STORAGE, CARE AND HANDLING INSTRUCTION

The instructions below are highlights of certain storage, care, and handling instructions.

1. When Products are received, they must be inspected immediately for quality, including correct size and visual defects
2. Prior to installation, the door/unit shall be stored so that it is not exposed to the elements or allowed to sit in a damp area or standing water.
3. When storing door slabs, keep the doors stacked horizontally and fully supported on a level surface. When stacking doors, keep the top door covered at all times with a cover sheet, plywood, or cardboard.
4. Pre-hung door units should be stored vertically and secured to avoid accidentally falling over

LIMITATION AND EXCLUSIONS

1. Failure to perform typical homeowner's maintenance, including maintaining the finish
2. Any damage resulting from air and water infiltration during severe weather conditions
3. Slight expansion or contraction of door panels, jambs, and slabs due to varying environmental conditions
4. Damage or poor Product performance resulting from the installation of Product in a condition that exceeds product design standards or certified specs and/or does not conform to applicable building standards
5. Acts of third parties
6. The performance or appearance of finishes applied is not covered
7. Damage caused by extreme temperature build-up where a storm door or dark paint or stain is utilized
8. Damage or defects caused by house settling or acts of God

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www.reso-usa.com