

## *Warranty Policy*

### *Wood Mouldings*

Victory Millwork LLC. warrants its wood moulding products, subject to the condition and restrictions contained below, to be of good materials and workmanship and to be free from defects which would render them unserviceable or unfit for the use which they are intended, for a period of one (1) year from the date of sale to user.

No representative of Victory Millwork LLC. has the authority to change, modify or expand this warranty, either orally or in writing in any respect. Victory Millwork LLC. liability under this warranty shall be limited to the original invoice price of the product and extends to the original purchaser and is not transferable.

#### **WARRANTOR'S DUTIES**

Should the warranted wood mouldings be proven defective during the applicable warranty period, Victory Millwork LLC. will at its option, either:

1. Repair the defective mouldings without charge.
2. Replace the defective mouldings without charge.
3. Reimburse/refund the purchase price of the mouldings to the buyer.

Victory Millwork LLC. shall not be liable for any mouldings repaired or replaced without its written approval. Furthermore, Victory Millwork LLC. Shall have no liability under this warranty or under any implied warranty for the finish of such mouldings.

In no event shall Victory Millwork LLC. be responsible for installation, cost of labor, repainting, refinishing or similar activities and cost connected with the replacement. All of which shall be the sole responsibility of the person making the warranty claim. Repair or replacement of the product is warranted for ninety (90) days or for the remainder of this warranty, whichever period is longer.

#### **CUSTOMER'S OBLIGATIONS**

If, upon receipt of shipment, moulding is found to have defect, send written notice of the discovered defect(s) to Victory Millwork LLC, Lynden, Washington within thirty (30) days of the received date.

If a defect is discovered or occurs after moulding is installed, written notice of the defect must be sent to Victory Millwork LLC. within the one (1) year warranty period.

Buyer should inspect each shipment at the time of arrival and have the carrier make an inspection report of any damage or defect.

#### **EXCLUSIONS FROM WARRANTIES**

Victory Millwork LLC. shall not be held liable for product warranty of mouldings for the following reasons and physical situations:

#### **ADDRESS**

2077 Main Street  
PO Box 528  
Lynden, WA 98264

#### **PHONE**

360.592.6090

#### **FAX**

360.255.5784

#### **EMAIL**

customerservice@victorymillwork.com

#### **WEBSITE**

www.victorymillwork.com

# VICTORY

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## MILLWORK

### **General Provisions:**

- Any condition or appearance caused by failure to follow Victory Millwork LLC's "Care & Handling, Installation and Finishing Instructions."
- Normal wear and tear; problems due to misuse, abuse; or as a result of any cause beyond our control (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our control)
- Attempts by others, not authorized by Victory Millwork LLC. to repair the product
- Any damage incurred as the result of mishandling in transit if within customer's control.
- Defects caused by failure to provide suitable installation environment for the product.
- Unauthorized attachments or modifications
- Natural variations in the color, texture, grain, or the general surface appearance of the wood are not to be considered as defects.
- Burls, pin knots, mineral streaks, sap etc., are natural characteristics found in wood and not considered defects.
- Normal weathering, chalking, fading, atmospheric pollutants or mildew buildup.
- Damage or poor product performance resulting from installation into a condition that exceeds product design standards and/or certified performance specifications and/or does not comply with applicable building codes.

### **CLAIMS AND RETURN PROCEDURE:**

Immediately upon discovery that moldings are defective, contact the Victory Millwork LLC.'s representative whom you purchased the product:

Mail: Box 528, Lynden, Washington 98264  
Phone: 360-592-6090

We can respond quickly and efficiently provided the following information were given a) date and reference invoice number of the original purchase, b) your contact information, c) the address of where the product can be inspected, and d) a description of the problem and product (photographs can be helpful)

Any claim must be approved by Victory Millwork LLC. and a resolution confirmed prior to any steps taken by the purchaser to mitigate the claim.

Defective products are not allowed to be returned until Victory Millwork LLC. has been provided a reasonable opportunity to inspect the defective product and until Victory Millwork LLC. authorizes the return.

All returns must be accompanied by an approved Return Merchandise Authorization (RMA) and must be shipped as per our shipping instructions (Please refer to RMA Policy for detailed procedure on returns). Returns must be properly packaged and labeled and Victory Millwork LLC. retains the right to refuse any shipment if goods are not properly crated and shows any signs of freight or concealed damage.

Any product returned that is found not defective and that Victory Millwork LLC. is not at fault, will be returned at the customer's expense.

### **LIMITED LIABILITY**

This Warranty sets forth Victory Millwork LLC.'s utmost liability for its products. We shall not be liable for special, indirect, consequential, or incidental damages. Your sole and exclusive remedy with respect to any and all losses or damages resulting from any reason whatsoever shall be specified herein. We make no other warranty or guarantee, either express or implied, including implied warranties of merchantability and fitness for a particular purpose to the original purchaser or to any subsequent user of the product, except as expressly contained herein. Should state or provincial law precludes no transferability, then the warranty period is effective as applicable up to one (1) year from the date of purchase.

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# **VICTORY**

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## MILLWORK

The original purchaser of this product acknowledges that they have read this warranty, understand it and are bound by its terms and agrees to provide this warranty to the original owner of the structure into which the product is installed.

### **CARE & HANDLING, INSTALLATION, and FINISHING INSTRUCTIONS**

#### **CARE and HANDLING**

1. Do not store mouldings in damp areas or freshly plastered buildings or placed in moist.
2. Store mouldings on a flat, level surface in a dry, well-ventilated building.
3. Cover to keep clean and allow circulation. Relative humidity should not be less than 30% or greater than 60%.
4. Moulding should not be subjected to abnormal heat, extreme dryness, humid conditions, or sudden changes therein. They should be conditioned to the average prevailing humidity of the locality before installing.
5. Permanent-type heat and air conditioning must be in operation a sufficient length of time to "cure" the building before delivery of the product.
6. Clean with mild soap and water. A polish or wax is not necessary. A liquid floor polish can be used if a glossy shine or extra protection is desired.

#### **INSTALLATION**

1. Allow mouldings to acclimatize to the job site for a minimum of 72 hours before installation.
2. Mouldings are glued, tacked, or stapled into place. Each application may have different installation requirements, depending on a particular job situation. Please contact your Victory Millwork LLC representative for any specific questions prior installing.

#### **FINISHING**

1. All wood products require proper surface preparations prior to the application of any finish.
2. To get a consistent stain color and finish, always sand all mouldings with 100-120 grit sandpaper. Never use 180 or 220 grit on raw wood; it can result in polishing, burnishing, or inconsistent stain appearance.
3. Always seal concealed or backing of moulding to eliminate the possibility of expansion caused by moisture absorption.
4. To ensure uniform color when applying dark stain, it is highly recommended that a wash coat be applied, followed by a light sanding.
5. It is also good practice to apply stains with the mouldings in a horizontal position. This prevents the solvents from evaporating too quickly, which is a common cause of streaks caused by stains setting up before cleaning can be completed.

**IT IS ESSENTIAL THAT THESE INSTRUCTIONS ARE FOLLOWED IN ORDER TO PRESERVE YOUR WARRANTY**

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