

# MESSAGE TO OUR VALUED CUSTOMER

## REGARDING PROTECTION OF DOORS

1. Door must be kept and stored dry and flat
2. Door must be correctly treated without delay and prior to hanging. It is most important that that Top and Bottom edges are completely and fully treated before the door is hung.  
  
Both faces and all four edges, and any "Cut - Out" such as letter boxes, locks etc require full treatment  
  
It is vital that the "end" grain is completely protected as this is where moisture can most easily penetrate causing swelling splitting and warping.
3. Doors should be reduced in size equally from both sides when fitting  
  
Mortice locks fitted at rail joint can result in removal of one or more dowels, so weakening the joint. Mortice lock activity should be kept to minimum size and not fitted at rail joint.
4. Usually 5 coats of a proprietary branded polish/paint should be satisfactory but you should treat. Door in accordance with the polish/paint manufacturers instructions.
5. Timber is a natural grown product, subject to changes due to variations of humidity and temperature. We try to ensure that the timber has been prepared to make it suitable. If it is obvious we cannot know of the circumstances surrounding every situation in which our products are stored and installed, We cannot therefore give any guarantee against shrinkage, warping or splitting.
6. Regular maintenance of External Doors should be maintained to prevent breakdown of paint film and so protect the fibre from deterioration.
7. The nail-holes are to be filled before being finished.

## PLEASE NOTE OUR STANDARD CONDITIONS OF SALE

- A. We shall not be held responsible for any incidental work expenses arising out of, or because of, any defect in our product, or bad workmanship, applied to our products.
- B. In the event of any goods proving defective (Manufacturers defect only), which need replacement, our liability shall not exceed the price paid for the defective piece(s).
- C. Errors in description, quantities, quality, should be reported to us in writing within seven days of delivery.

PLEASE SEE INSTRUCTION OF LETTER BOX INSTALLATION  
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