

LIMITED WARRANTY ON RUSTICA PRODUCTS

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

THIS LIMITED WARRANTY CAN ALSO BE FOUND ONLINE AT OUR WEBSITE [HTTP://RUSTICA.COM/WARRANTY-INFORMATION](http://rustica.com/warranty-information) AND IN THE DOCUMENTATION WE PROVIDE WITH THE ORDER CONFIRMATION.

WE WARRANT THAT DURING THE APPLICABLE WARRANTY PERIOD, THE PRODUCT OR COMPONENT THEREOF WILL BE FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP.

TO THE EXTENT NOT PROHIBITED BY LAW, THIS LIMITED WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, ORAL, WRITTEN, STATUTORY, EXPRESS OR IMPLIED. EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED IN THIS LIMITED WARRANTY STATEMENT AND TO THE EXTENT NOT PROHIBITED BY LAW, WE DISCLAIM ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING WITHOUT LIMITATION, THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SOME STATES DO NOT ALLOW DISCLAIMERS OF IMPLIED WARRANTIES, SO THIS DISCLAIMER MAY NOT APPLY TO YOU. TO THE EXTENT SUCH WARRANTIES CANNOT BE DISCLAIMED UNDER THE LAWS OF YOUR JURISDICTION, WE LIMIT THE DURATION AND REMEDIES OF SUCH WARRANTIES TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY.

OUR RESPONSIBILITY FOR DEFECTIVE GOODS IS LIMITED TO REPAIR OR REPLACEMENT OR STORE CREDIT AS DESCRIBED BELOW IN THIS WARRANTY STATEMENT.

WHO MAY USE THIS WARRANTY?

Ever Energy, Inc., DBA Rustica., located at 1060 Spring Creek Place, Springville, Utah 84663 (“**we**”), extend this limited warranty only to the customer who originally purchased the product (“**you**”). It does not extend to any subsequent owner or other transferee of the product.

WHAT IS THE PERIOD OF COVERAGE AND WHAT DOES THIS LIMITED WARRANTY COVER?

This limited warranty starts on the date of your purchase and lasts for the applicable period set forth below (the “**Warranty Period**”). The Warranty Period is not extended if we repair or replace the product. For the Warranty Period as defined below, this limited warranty covers defects in materials and workmanship of our products (each, a “**product**”), as follows:

| PRODUCT | PERIOD OF COVERAGE AND WHAT IS COVERED |
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| Barn Door Hardware, not including finishes | One-year limited warranty covering defects in materials and workmanship. |
| Barn Door Hardware finishes | A limited warranty of thirty days or until installation, whichever is shorter, covering the hardware finish. |

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| | Warranty claims on the finish must be made prior to installation. |
| Interior Doors and Mantles that we are ordered “assembled”, not including finishes | One-year limited warranty covering defects in materials and workmanship, AND A limited warranty of thirty-days against warping, bowing, separating, or splitting (together “ warping ”), as defined below. |
| Interior Doors and Mantles with finishes applied by Rustica (does not include (raw unfinished, “finish ready”, or primer white) | A limited warranty of thirty days or until installation, whichever is shorter, covering the product finish. Warranty claims on the finish must be made prior to installation. |
| Exterior Doors, not including finishes, and which once installed are situated under a sufficient overhang or portico | One-year limited warranty covering defects in materials and workmanship, AND A limited warranty of thirty-days against warping |
| Finishes of Exterior Doors, which once installed are situated under a sufficient overhang or portico, with finishes applied by Rustica (does not include (raw unfinished, “finish ready”, or primer white) | A limited warranty of thirty days or until installation, whichever first occurs, covering the finish. Warranty claims on the finish must be made prior to installation. |

“Warping” is defined as doors or mantles that are out of alignment of more than 1/4” over an 8’ length. When measuring for “squareness tolerance”, add the diagonal measurements and divide by 2. An acceptance of 1/2” over an 8’ length applies to “squareness tolerance”. Please review this document about how to measure for warping, bowing and squareness: <http://rustica.com/warranty-measurements/>

We may change the availability of this limited warranty at our discretion, but any changes will not be retroactive.

WHAT DOES THIS WARRANTY NOT COVER?

This limited warranty does not cover any damage due to: (a) transportation; (b) storage; (c) improper use; (d) failure to follow the product instructions or to perform any preventive maintenance; (e) modifications; (f) unauthorized repair; (g) normal wear and tear; or (h) external causes such as accidents, abuse, or other actions or events beyond our reasonable control.

Please inspect your product carefully before installation as this limited warranty does not cover any costs associated with return shipping, installation or de-installation, including but not limited to contractor or installer time, travel, or transportation of the product for any reason.

In addition, this limited warranty does not apply to (a) any unfinished product, including barn doors that are purchased “raw unfinished”, “finish ready”, or “primer white”; (b) Do-it-Yourself and Cottage Barn Door Kits; (c) doors that are ordered as “unassembled” (even if we assemble them in our shop as a courtesy); or (d) wood products in Hickory (since the natural nature of Hickory is to split and crack).

Please note that wood products generally are susceptible to expanding and contracting due to temperature and moisture from rain and/or humidity based on location, exposure to the elements

and environment. Note also that the natural state of steel is vulnerable to oxidation with exposure to rain and/or humidity. We provide a quality-built product, and we offer finishes with a warranty to protect the wood and metal, but except as expressly set forth above, this limited warranty does not cover changes in any products or finishes (including warping, separating, splitting, expanding, contracting, rust or fading) due to exposure. Interior doors and hardware are intended only for interior use, and this limited warranty does not cover changes to any interior products or finishes due to exterior use. You are responsible to understand this warranty and make sure that your application, location, and environment are conducive to wood and/or steel products. Products are not designed for exterior use unless they are expressly defined as “exterior” in the product specifications.

Even exterior doors need to be appropriately protected from excessive exposure to the elements, temperature and moisture with a sufficient overhang or portico. Exterior products that are not covered by a sufficient overhang or portico are not covered under this limited warranty. For purposes of this limited warranty, “sufficient overhang” depends on the climate and direction the door faces and is calculated as follows, with Y = size of the overhang and X = the height from the base of the door to the bottom of the overhang:

| | Direction Door Faces | | | |
|----------------|-----------------------------|--------------|-------------|-------------|
| Climate | <i>North</i> | <i>South</i> | <i>East</i> | <i>West</i> |
| <i>Desert</i> | Y=1/2X | Y=2X | Y=1/2X | Y=2X |
| <i>Ocean</i> | Y=1/2X | Y=X | Y=1/2X | Y=X |
| <i>Wet</i> | Y=X | Y=X | Y=X | Y=X |
| <i>Mild</i> | Y=1/2X | Y=X | Y=1/2X | Y=X |

Finally, this limited warranty does not cover issues deemed by us to be natural blemishes and imperfections, “character” of the raw materials.

WHAT ARE YOUR REMEDIES UNDER THIS WARRANTY?

With respect to any defective product during the Warranty Period, we will, in our sole discretion, either (a) repair or replace such product (or the defective part) free of charge or (b) provide store credit of the purchase price of the product towards the purchase price of another product. This warranty does not cover shipping, crate, or handling fees, either for your return of a defective product or for our return of the repaired or replacement product to you (if we elect to repair or replace the defective product).

HOW DO YOU OBTAIN WARRANTY SERVICE?

To obtain warranty service, you must call (800) 891-8312 or email our Customer Service Department at support@rustica.com during the Warranty Period to obtain a Case Number. If a product needs to be returned, a Return Authorization will be issued as well. No warranty service will be provided without a Case Number, and our service team will likely require detailed information and pictures of the issue from you.

If we determine that the product needs to be returned, and you request we send you the replacement product before the original is returned, we may hold a \$500 deposit and require you to procure and put the product being returned in a crate to facilitate the return shipment. The \$500 will be refunded to you upon acceptable receipt of the returned product.

Due to the nature of product updates and revisions, including finishes and textures, if a product is replaced under warranty, it may be necessary to replace it with a similar or comparable product if an exact duplicate of the original product ordered is no longer available.

LIMITATION OF LIABILITY

THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND OUR ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT, NOR SHALL WE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

WHAT CAN YOU DO IN CASE OF A DISPUTE WITH US?

The following informal dispute resolution procedure is available to you if you believe that we have not performed our obligations under this limited warranty: You must visit our 100% Satisfaction Guarantee Feedback page at <https://rustica.com/satisfaction-guarantee-feedback/> and submit the details of the situation, together with photos, after which we will respond with a proposal to address your concerns. You must use this informal procedure before pursuing any legal remedy in the courts.