

### General Information

#### **Contact Information**

Teem Wholesale Inc.  
200 W. Skinner St.  
P.O. Box 278  
Ohio City, Ohio 45874  
Phone: 419-965-2310  
Fax: 419-965-2326

#### **Order Entry**

All orders will be acknowledged in writing within 24 hours. It is the customers responsibility to review acknowledgements for accuracy. Discrepancies must be communicated within 24 hours in written format (either fax or email). Verbal orders and revisions will not be accepted.

#### **Cancellation/Restock**

All slabs stocked at Teem are returnable with a 20% restock fee.  
All non-stock slabs are non-returnable.  
All prehangs are non-returnable  
Orders must be cancelled within 48 hours of receipt of confirmation or charges may apply.

#### **Lead Time**

Allow 3 to 4 weeks for standard catalog designs. Custom designs may require longer lead times.

#### **Freight**

Inside Standard Service Area - No charge.  
Outside Standard Service Area - LTL charges will be added.

#### **Display Doors / Corner Samples**

Display doors are available for a flat fee of \$100.00 and subject to standard lead times. All display doors must be authorized and ordered by your Teem Wholesale representative.  
Corner samples are available for a flat fee of \$10.00 and subject to standard lead times. All corner samples must be authorized and ordered by your Teem Wholesale representative.

#### **Payment Terms**

1%-10 / Net 30. Invoices will be faxed after delivery. Please send payments to:  
Teem Wholesale  
P.O. Box 278  
Ohio City, Ohio 45874  
Please refer to the Teem Wholesale credit application for all other terms and conditions of the sale.

### Liberty Door Residential Interior Door Limited Warranty

*Teem Wholesale Inc. is committed to providing you with a manufactured product of the highest quality through our distinguished Liberty Door Series. The limited warranties described herein are warranted to the original purchaser and are SUBJECT TO THE PROCEDURES, LIMITATIONS, DISCLAIMERS, EXCLUSIONS, AND PROVISIONS SET FORTH HEREIN. These limited warranties cover only approved applications at the disclosure of Teem Wholesale Inc. Installer should review with the end consumer all warranty and adjustment capabilities of the product.*

#### **One (1) Year Limited Warranty**

Liberty Doors are warranted by Teem Wholesale Inc. to be free from manufacturing defects in milling, dimensions, and grade that would render those doors unserviceable or unfit for the ordinary purposes for which doors of that kind are recommended. All interior doors manufactured by Teem Wholesale Inc. ("Teem") on or after January 1, 2013 are warranted by Teem to the original Consumer, as defined below, for a period of one (1) year from the date of shipment. The "original Consumer" is defined as the first consumer purchaser (disregarding purposes of resale) of any Liberty Product whether from Teem Wholesale Inc. or a commercial supplier, typically being used for personal or residential purposes. The warranty cannot be assigned or transferred to another individual regardless of the remaining warranty balance of the original product. The warranties set forth by Teem Wholesale Inc. cannot be altered or changed under any circumstances. Here it states that no distributor, salesperson, dealer, retailer, or other representative has the authority to make any alterations to a warranty either verbal or written.

Each Liberty Door should be inspected when initially received by the Consumer. If at that time a defect is determined, the Consumer shall file a claim with a Teem Wholesale Inc. representative. At that time Teem will investigate the defect and take appropriate action within 30 days of your original claim. Claims involving warp of a door slab are subject to be deferred for a period of twelve (12) months from the date of the preliminary claim. It is not uncommon for a hardwood door to warp as it adjusts to the local temperature conditions and humidity. This deferral will not count against the warranty period of a Liberty Door.

Should the delivered product be determined to contain defects in the material or workmanship, Teem will at its discretion, either repair the product or ship a replacement door of the same specifications of the original order, to the distributor or person making the warranty claim. UNDER NO CIRCUMSTANCE SHALL TEEM PAY FOR LABOR, INSTALLATION OR FINISHING ASSOCIATED WITH AN ORIGINAL OR REPLACEMENT DOOR. ANY COST RELATING TO THE REPLACEMENT OF THE DOOR WILL BE SOLE RESPONSIBILITY OF THE PERSON WHOM IS MAKING THE WARRANTY CLAIM.

### Liberty Door Residential Interior Door Limited Warranty

#### Warranty - Cont.

A warranty claim may be denied if a defect does not exist within the product; this will be determined on an individual product basis and is left to the judgment of a Teem representative. The Consumer shall not return any product to Teem until the inspection of the product has been completed and the claim has been accepted. Please note that machining and/or installation of a Liberty Series product recognizes acceptance of said product as it was received by the original consumer.

#### Disclaimer

If there is failure to meet the guidelines set forth by Teem Wholesale Inc., the warranty will be deemed void.

All Liberty Series products are manufactured from the finest hardwoods, each producing an individual product that cannot be duplicated. The location, quantity, and size of color variations, knots, and natural grain are subject to nature and are not considered defects under this limited warranty. Normal characteristics of kiln dried wood include but are not limited to minor swelling and shrinking of parts, natural and raised grain, minor pitch pockets, and color variations. Any claim defined by a Teem representative as a natural weathering process of hardwood, such as those previously listed, will not be considered a defect of the product. These may include but are not limited to small checks and surface imperfections over time. To minimize the chance of these incidences and to validate the warranty, proper finishing and climate outlined by the Liberty Series Handling, Finishing, and Installation instructions should be followed.

This warranty does not cover parts or components manufactured by a third party which are sold to the Consumer. Under a circumstance where a defect is found with a product not manufactured by Teem Wholesale Inc., such as hardware, accessories, and/or glass inserts; the warranty of the third party manufacturer shall be implemented. Claims of this context should be submitted to the manufacturer of the defective product by the Consumer and not filed with a Teem Wholesale representative.

The following are not covered by the limited warranty. If the following exclusions occur the product will not be considered a defect of the material and/or craftsmanship and will not be covered under the warranty:

- Damages caused beyond the control of Teem Wholesale due to abuse, mishandling, accident, or acts of nature.
- Damage caused by non-compliance with Care, Handling, and/or Finishing Instructions provided.
- Damages caused in an attempt to repair the product by any party other than Teem Wholesale.
- Defects caused by normal wear and tear, weathering, customer abuse and/or neglect or alteration.

### Liberty Door Residential Interior Door Limited Warranty

#### Disclaimer - Cont.

- Cost of labor for removal or disposal of defective product(s) and/or the finishing and installation of the replacement door, this includes the surrounding space around the product. Additional trim or other materials will not be furnished to complete the installation of a replacement product.
- Natural variations in the color and/or texture of the wood.
- Unsatisfactory service or appearance of field-finished products.
- Damage caused by inappropriate finishes, solvents, brickwash, or cleaning chemicals.
- Issues due to improper assembly, or building design and construction. Including but not limited to water and/or air infiltration. The installation must follow the instructions provided by Teem Wholesale Inc.
- Issues which alter the structural integrity of a Liberty Product due to improper sizing, assembly, or field fitting of hardware.
- Any improper hanging of doors and sidelites within un-square door frames, in which the Liberty Series product was hung by an outside party other than Teem Wholesale.
- Products which have been modified without the direct approval of Teem Wholesale.
- Trimming of doors, unless additional material on the stile and rails was specified upon order to accommodate for trimming.
- Movement or shrinkage of finished raised panels.
- Any Liberty door which is wider than 3'0", higher than 8'0", or thicker than 1-3/4" in regards to stile and rail separation and warp.
- Warp which does not exceed ¼ inch in the plane of the door.
- Liberty doors and/or sidelites installed in frames not provided and/or manufactured by Teem Wholesale Inc.
- Products which have been subjected to conditions outside product design limitations.
- If the product is used in or around areas of excessive localized heat, or high-moisture for example swimming pools, saunas, hot tubs, sprinkler systems and greenhouse enclosures or exposed to water leakage.
- Discoloration or rusting of hardware finishes including decorative metal accents such as clavos, hinge straps, speakeasies, ect.
- Glass inserts, hardware, and/or accessories which are not manufactured by Teem Wholesale Inc. Teem Wholesale adheres to the warranty set forth by the third party manufacturer and should not be contacted for claims involving said products.
- Any Liberty door manufactured in the following spiece(s): Hickory, Rustic Hickory

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### Liberty Door Residential Interior Door Limited Warranty

#### **Disclaimer - Cont.**

FAILURE TO COMPLY WITH THE HANDLING, FINISHING, INSTALLATION, AND MAINTENANCE INSTRUCTIONS VOIDS ALL WARRANTIES UNLESS IT IS DETERMINED BY A TEEM WHOLESALE REPRESENTATIVE THAT THE DEFECTIVE PRODUCT IS UNRELATED TO NONCOMPLIANCE OF THE LIMITED WARRANTY TERMS.

The warranties set forth by Teem Wholesale Inc. cannot be altered or changed under any circumstances. Here it states that no distributor, salesperson, dealer, retailer, or other representative has the authority to make any alterations to a warranty either verbal or in writing. Some states do not allow an exclusion or limitation of incidental or consequential damages, in which case the above exclusions may not apply to you.

#### **Limitation Of Remedy**

The exclusive remedy of the consumer, and sole liability of Teem for any and all claims, losses, injuries or damages (including claims based on breach of warranty, contract, negligence, tort, strict liability or otherwise) resulting from the sale, installation or use of these products, shall be at the option of Teem Wholesale Inc., the repair or replacement of the product or the return of the original purchase price of the product, as provided herein. Under no event shall the liability of Teem Wholesale exceed the price paid for the product.

### Liberty Door Residential Exterior Door Limited Warranty

*Teem Wholesale Inc. is committed to providing you with a manufactured product of the highest quality through our distinguished Liberty Door Series. The limited warranties described herein are warranted to the original purchaser and are SUBJECT TO THE PROCEDURES, LIMITATIONS, DISCLAIMERS, EXCLUSIONS, AND PROVISIONS SET FORTH HEREIN. These limited warranties cover only approved applications at the disclosure of Teem Wholesale Inc. Installer should review with the end consumer all warranty and adjustment capabilities of the product.*

#### **One (1) Year Limited Warranty**

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Each Liberty Door should be inspected when initially received by the Consumer. If at that time a defect is determined, the Consumer shall file a claim with a Teem Wholesale Inc. representative. At that time Teem will investigate the defect and take appropriate action within 30 days of your original claim. Claims involving warp of a door slab are subject to be deferred for a period of twelve (12) months from the date of the preliminary claim. It is not uncommon for a hardwood door to warp as it adjusts to the local temperature conditions and humidity. This deferral will not count against the warranty period of a Liberty Door.

Should the delivered product be determined to contain defects in the material or workmanship, Teem will at its discretion, either repair the product or ship a replacement door of the same specifications of the original order, to the distributor or person making the warranty claim. UNDER NO CIRCUMSTANCE SHALL TEEM PAY FOR LABOR, INSTALLATION OR FINISHING ASSOCIATED WITH AN ORIGINAL OR REPLACEMENT DOOR. ANY COST RELATING TO THE REPLACEMENT OF THE DOOR WILL BE SOLE RESPONSIBILITY OF THE PERSON WHOM IS MAKING THE WARRANTY CLAIM.

### Liberty Door Residential Exterior Door Limited Warranty

#### Warranty - Cont.

A warranty claim may be denied if a defect does not exist within the product; this will be determined on an individual product basis and is left to the judgment of a Teem representative. The Consumer shall not return any product to Teem until the inspection of the product has been completed and the claim has been accepted. Please note that machining and/or installation of a Liberty Series product recognizes acceptance of said product as it was received by the original consumer.

#### Disclaimer

If there is failure to meet the guidelines set forth by Teem Wholesale Inc., the warranty will be deemed void. Particular emphasis should be put on the finishing and installation of all Liberty Series exterior products, see the Liberty Series Handling, Finishing and Installation guide for specific details.

All Liberty Series products are manufactured from the finest hardwoods, each producing an individual product that cannot be duplicated. The location, quantity, and size of color variations, knots, and natural grain are subject to nature and are not considered defects under this limited warranty. Normal characteristics of kiln dried wood include but are not limited to minor swelling and shrinking of parts, natural and raised grain, minor pitch pockets, and color variations. Any claim defined by a Teem representative as a natural weathering process of hardwood, such as those previously listed, will not be considered a defect of the product. These may include but are not limited to small checks and surface imperfections over time. To minimize the chance of these incidences and to validate the warranty, proper finishing and climate outlined by the Liberty Series Handling, Finishing, and Installation instructions should be followed.

This warranty does not cover parts or components manufactured by a third party which are sold to the Consumer. Under a circumstance where a defect is found with a product not manufactured by Teem Wholesale Inc., such as hardware, accessories, and/or glass inserts; the warranty of the third party manufacturer shall be implemented. Claims of this context should be submitted to the manufacturer of the defective product by the Consumer and not filed with a Teem Wholesale representative.

The following are not covered by the limited warranty. If the following exclusions occur the product will not be considered a defect of the material and/or craftsmanship and will not be covered under the warranty:

- o Any exterior door in a non-residential application and use.
- o Damages caused beyond the control of Teem Wholesale due to abuse, mishandling, accident, or acts of nature.
- o Any damage caused due to insufficient protection from the elements. Insufficient protection includes, but is not limited to proper overhang dimensions, proper finishing, and continued maintenance.



### Liberty Door Residential Exterior Door Limited Warranty

#### Disclaimer - Cont.

- Damage caused by non-compliance with Care, Handling, and/or Finishing Instructions provided.
- Damages caused in an attempt to repair the product by any party other than Teem Wholesale.
- Defects caused by normal wear and tear, weathering, customer abuse and/or neglect or alteration.
- Cost of labor for removal or disposal of defective product(s) and/or the finishing and installation of the replacement door, this includes the surrounding space around the product. Additional trim or other materials will not be furnished to complete the installation of a replacement product.
- Natural variations in the color and/or texture of the wood.
- Unsatisfactory service or appearance of field-finished products.
- Damage caused by inappropriate finishes, solvents, brickwash, or cleaning chemicals.
- Issues due to improper assembly, or building design and construction. Including but not limited to water and/or air infiltration. The installation must follow the instructions provided by Teem Wholesale Inc.
- Issues which alter the structural integrity of a Liberty Product due to improper sizing, assembly, or field fitting of hardware.
- Any improper hanging of doors and sidelites within un-square door frames, in which the Liberty Series product was hung by an outside party other than Teem Wholesale.
- Liberty doors and/or sidelites installed in frames not provided and/or manufactured by Teem Wholesale Inc.
- Products which have been modified without the direct approval of Teem Wholesale.
- Trimming of doors, unless additional material on the stile and rails was specified upon order to accommodate for trimming.
- Movement or shrinkage of finished raised panels.
- Any Liberty door which is wider than 3'0", higher than 8'0", or thicker than 1-3/4" in regards to stile and rail separation and warp.
- Warp which does not exceed ¼ inch in the plane of the door.
- A door for exterior use with a thickness less than 1 3/4".
- All flat panel designs excluding the 3/4" Solid Notch.
- Products which have been subjected to conditions outside product design limitations.
- If the product is used in or around areas of excessive localized heat, or high-moisture for example swimming pools, saunas, hot tubs, sprinkler systems and greenhouse enclosures or exposed to water leakage.
- Any exterior door where an un-vented glass storm door is being employed causing excessive temperature build-up.



### Liberty Door Residential Exterior Door Limited Warranty

#### Disclaimer - Cont.

- Discoloration or rusting of hardware finishes including decorative metal accents such as clavos, hinge straps, speakeasies, ect.
- Glass inserts, hardware, and/or accessories which are not manufactured by Teem Wholesale Inc. Teem Wholesale adheres to the warranty set forth by the third party manufacturer and should not be contacted for claims involving said products.
- Any Liberty door manufactured in the following spiece(s): Hickory, Rustic Hickory

FAILURE TO COMPLY WITH THE HANDLING, FINISHING, INSTALLATION, AND MAINTENANCE INSTRUCTIONS VOIDS ALL WARRANTIES UNLESS IT IS DETERMINED BY A TEEM WHOLESALE RESPRESENTATIVE THAT THE DEFECTIVE PRODUCT IS UNRELATED TO NONCOMPLIANCE OF THE LIMITED WARRANTY TERMS.

The warranties set forth by Teem Wholesale Inc. cannot be altered or changed under any circumstances. Here it states that no distributor, salesperson, dealer, retailer, or other representative has the authority to make any alterations to a warranty either verbal or in writing. Some states do not allow an exclusion or limitation of incidental or consequential damages, in which case the above exclusions may not apply to you.

#### Limitation Of Remedy

The exclusive remedy of the consumer, and sole liability of Teem for any and all claims, losses, injuries or damages (including claims based on breach of warranty, contract, negligence, tort, strict liability or otherwise) resulting from the sale, installation or use of these products, shall be at the option of Teem Wholesale Inc., the repair or replacement of the product or the return of the original purchase price of the product, as provided herein. Under no event shall the liability of Teem Wholesale exceed the price paid for the product.

### Handling and Finishing

#### Storage and Handling

- \* When doors are received they must be inspected immediately for quality, including correct size, machining, species of veneer and finish if factory finished.
- \* Teem is **not** responsible for the installation or finishing of defective doors. If a door is found to be defective please inform a Teem representative as soon as possible, to address the issue and correct the problem in a timely manner.
- \* Handling damage is not considered a factory defect. To deter impairments on the products please handle with clean gloves and equipment.
- \* Avoid dragging products across one another and other surfaces and positioning them at steep angles.
- \* Sufficiently cover the products, but do allow for air circulation.
- \* Avoid sudden and significant changes in temperature, heat, humidity and dryness.

#### Preparation For Finishing

- \* It is impossible for Teem to evaluate all available finishes and application requirements from all manufactures. Consult your finish supplier for systems best suited for your region, exposure and project needs.
- \* Before any finishing process begins the doors must be allowed to acclimate to room temperature and humidity for a period of at least 24 hours.
- \* Test your finish prior to application to the product to detect any unfavorable reactions to chemicals in the wood or for foreign debris in the finish.
- \* Visually inspect door for defect and damaged, remove all handling marks, labels and effects of exposure to moisture with a thorough, final sanding over all surfaces of the door with a 150 or 180 grit sandpaper.  
Remove sanding dust and other foreign debris before continuing the finishing process.
- \* Doors must be properly finished before put into prolonged storage.
- \* Keep all doors elevated so that water does not pool or stand around the doors before, during and after the installation process.
- \* Wood panels and mutin bars "float" and may be knocked into alignment with a wood block and mallet. Use caution not to damage the door.
- \* Machine doors before beginning the finishing process.
- \* Apply sealer, primer, or first coat of required finish immediately after fitting, machining for hardware, etc. and before the installation of all hardware.
- \* It is the finisher's responsibility to protect glass prior to and during finishing. Caution must be used when cleaning glass as not to scratch the glass.

#### Finishing

- \* Follow finish providers instructions carefully to ensure you are using a product they authorize as suitable for the desired application.

### Finishing and Installation

#### Finishing - Cont.

- \* If any issues arise during the staining or finishing process **immediately** stop and consult the stain provider, in addition to Teem Wholesale, Inc. Do **not** complete the finishing process.
- \* When staining or painting, avoid the use of dark colors, especially in cases where the end use will be in areas of heightened exposure to sunlight.
- \* A wood conditioner or stain controller may be applied prior to staining to promote a uniform appearance. Soft woods may not accept stain evenly; the use of a sanding sealer prior to staining of finishing may produce a more even look. Note: as the sealer allows for more even stain application, it may also reduce grain contrast and the depth of stain penetration.
- \* Make sure products are dry before the finishing process begins. Avoid finishing them shortly after rain, damp weather or during periods of higher than average humidity.
- \* Once you begin the finishing process, avoid starting and stopping for extended periods of time.
- \* All surfaces of the door must be properly finished. The edges (top, bottom and sides) should be coated with each and every coat of finish that is applied to each face of the door.
- \* Finish the product with quality solvent-borne or waterborne polyurethane.
- \* If you paint the product, be sure to seal it with a quality primer and top with two coats of paint.
- \* At least 3 coats of an exterior grade top coat with a UV inhibitor **MUST** be applied to any doors with continuous or potential exterior exposure. Marine grade finish is recommended to ensure the best overall protection of your door.
- \* Ensure that all exterior glass has a cap bead of clear silicone applied around the perimeter of the glass on the exterior side. If applied mouldings are being used for an exterior function both edges of the moulding should also be sealed in a like manner.
- \* In specific cases where your exterior doors have been manufactured from "rustic" or "knotty" variations of a species, all open voids must be properly finished. Ask your finishing manufacturer for the most receptive product to compliment your finish application and seal and/or fill each void to ensure quality protection from the elements.
- \* Annual inspection of the door is necessary and is recommended at least once per calendar year. If an exterior product is facing the west or south more frequent inspections will be required due to higher exposure to the elements.

#### Installation

- \* Inspect all wood doors prior to installation on the job site. Field repair and final finishing involves filling nail or screw holes, refinishing of raw surfaces resulting from job fitting, repair of job-inflicted scratches and marks, and final cleaning surfaces. Field repairs are the responsibility of the installing contractor.
- \* The structural strength of the doors must not be impaired in the fitting the opening, in applying hardware, in preparing for lites and/or louvers or any other detailing.
- \* Use a minimum of 3 hinges per door for hanging doors 84" and under. Doors over 84" should have at least 4 hinges per door.

### Installation

#### **Installation - Cont.**

- \* When hanging a door, allow adequate clearance for swelling of door or frame in extremely damp weather.
- \* Exterior doors should be installed under a sufficient overhang. We recommend a typical overhang to extend 1/2 the overhang height from the exterior of the home and for severe exposure (S, SW, W) the overhang should extend a minimum of the entire overhang height.
- \* In climates experiencing significant rainfall and or sun exposure, a larger overhang is required to protect the door from excessive abuse from the elements.
- \* If a door has been installed with a closer, the use of doorstops or wedges with the purpose of holding the door open are not recommended. Exaggerated warping may occur from such products due to uneven pressure on the door.