



**EKENA**  
MILLWORK

## Rustic Timber Millwork

1 Year Warranty

**General:** This express limited warranty covers performance of Rustic Timber millwork manufactured by Ekena Millwork. Ekena Millwork does not warrant installation or labor provided by others.

**Terms:** Ekena Millwork warrants that the product lines outlined in “general” are free from manufacturing defects for a period of one year after date of shipment.

**Remedies:** If the Rustic Timber products do not meet the warranty, Ekena Millwork shall at its option and subject to the warranty coverage schedule, replace the products (less taxes), refund the original purchase amount, or provide touch up kits to repair the product at its sole discretion. Repairing or replacing does not extend the original warranty period. Ekena Millwork shall not be liable for labor costs to remove or re-install, travel expenses, or other costs.

**Exclusions:** This warranty does not apply to any issues with non-defective products caused by conditions or handling beyond Ekena Millwork’s control. This warranty does not cover claims, damage, or failure of the products from the following but not limited to: 1) Acts of God or fire; 2) Accidental or intentional acts of the owner, the installer, or others; 3) Installation not in accordance with Ekena Millwork’s written instructions and recommendations; 4) Repairs or modifications by persons not authorized by Ekena Millwork or from the use of parts and accessories not authorized by Ekena Millwork; 5) Unreasonable use; 6) Ordinary wear and tear; 7) Paint damage caused by weathering and other external factors such as abrasions, impacts, or other external contact; 8) Gapping caused by thermal expansion and contraction; 9) Excessive heat exposure; 10) Fading or other color changes due to UV exposure and other natural processes; 9) Airborne stains, mold, or mildew; 10) Checking, cracking, splitting, or rot from non-manufacturer defect related causes; 11) Color variation in timbers; 12) Variations in dimensions consistent with industry norms for timber architectural millwork products; 13) Rot, weathering, or other failures caused by natural elements and processes; 14) Failures caused by improper installation or use outside of intended application. NOTE: Rustic Timber Millwork is not considered structural and should be used for decorative purposes only.

**Who Is Covered:** This warranty extends only to the original residential or commercial owner(s) of the structure on the date of the purchase of the products and shall extend for the terms stated so long as such owner owns the structure. Coverage under this warranty shall cease upon the transfer of ownership of the structure or upon death of the original owner. This warranty does not transfer to any new owner of the structure which the product is installed on or any other individual other than the original owner of the structure the product is installed on.

### Mitigation Statement:

In accordance with applicable Texas law, the purchaser has a duty to mitigate damages. If a defect or issue is discovered, the purchaser must take reasonable and timely steps to prevent further damage, including ceasing use of the product, protecting it from additional exposure to weather or impact, and promptly notifying the manufacturer. Failure to take such steps may result in a reduction or denial of warranty coverage.

### Governing Law:

This warranty shall be governed by and construed in accordance with the laws of the State of Texas, without regard to its conflict of law principles. In the event of any dispute, claim, or controversy arising out of or relating to this warranty or the use of the product, the purchaser agrees to first attempt to resolve the matter through good faith mediation. Mediation shall take place in the State of Texas. If the parties are unable to resolve the dispute through mediation, either party may pursue other legal remedies available under Texas law, subject to the limitations described in this warranty.

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### General Product Notes

- Rustic timber millwork is manufactured from non-kiln dried natural timbers and is subject to wood’s natural qualities such as sapwood, heartwood, knots, color variation, checking, cracking, splitting, and other natural imperfections.
- Millwork products are installed in a wide variety of applications and may require on site modifications for proper installation.
- Ekena Millwork’s rustic timbers are non-engineered, are not considered structural, and recommended for decorative purposes only.
- Store properly without weight or pressure on parts in places without excessive heat build up.