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#8-25 Royal Group Crescent., Woodbridge, Ontario, L4H 1X9, Canada 905 760 1665 [www.elitetrimworks.com](http://www.elitetrimworks.com)

Dear valued customers,

**Terms & Conditions for our Interior Doors**

Please note that upon placing an order for unfinished interior doors with us, we have put the following additional terms and conditions in place. This is to ensure your order arrives to you promptly, in good condition and all parties are equally and fairly covered regarding unforeseen circumstances.

**Machining and Pre-hanging:**

Please note that we machine doors to the standard hinge and bore location on our machine. We will not customize hinge location or bore location to match existing jambs. This type of machining should be done on site.

Upon placing your order, you will be required to fill out machining sheets which will specify:

Door swing (Right Hand or Left Hand In-swing, or Right Hand or Left Hand Out-swing).

Hinge (3" x 3" x 5/8" radius) and hinge colour (Antique Nickel, Brushed Nickel, Flat Black, Oil Rubbed Bronze).

Bore hole (yes or no), and jamb option (4-5/8" or 6-5/8" jambs).

These will then be signed before we begin any pre-hanging.

**NOTE: All doors will come knocked down.**

We will pre-hang them in accordance to when you will be picking them up or when we will be delivering them for quality assurance and proper handling of material.

**Pick Up vs. Delivery:**

Doors need to be picked up within 7 days once the doors have been confirmed ready. Should you be unable to pick up the doors within the allotted time, they will be stored in our warehouse, at our discretion, and we will need 5-7-day notice to bring them out of storage. Proper storage of the doors will reduce the risk of damage and door warping.

Doors will be stored in our warehouse, at our discretion, until they are ready to be delivered (orders are shipped in their entirety and are not partially released\*). Proper storage of the doors will reduce the risk of damage and door warping.

Should you not be able to pick up your doors or have them delivered within 2 weeks of notice, you will incur an additional storage fee (\$5.00 per day). To ensure this is understood you will be required to sign this confirmation and provide your card information accordingly. Your card will never be charged for any un-authorized amount and you will be notified for every transaction separately.

*\*If your doors have not been picked up after 30 days, there will be a 20% re-stocking fee charged on your order and the doors will be returned to the manufacturer. To have the doors redelivered to our warehouse will be an additional \$50.00.\**

**Minor Damages:**

Elite Mouldings distributes unfinished interior doors (Shaker, Moulded, French, etc.). Paint grade doors will only come primed, ready to paint. Alternatively, stain grade doors will come with a raw stain grade veneer, which will be ready to stain.

In the case where your door arrives to you with **minor** nicks/scratches, which is common within the industry, a few minutes of finishing is required to finish the door on site (wood filler and some sanding). It is up to the production department at Elite Mouldings to determine the significance of the damages and whether they are easily repairable or not.

We will not release any doors to you without this check being done. Should the production department assess the damage to be of any significance, we will submit a claim and request a replacement for you from the manufacturer immediately.

**Incorrect and Damaged Doors:** In the case that the door you ordered is not what was received to our warehouse from the manufacturer, we will have the door replaced as soon as possible. We do not offer reimbursement for this error; however, we will ensure that the replacement is handled as quickly as possible with our vendor

In the case that the door you received is not what you ordered, or there are significant and unreparable damages (at the discretion of Elite Mouldings) then we will replace the door.

\*Please note that if you picked up your door and signed your receipt, you are confirming the door was in acceptable condition and correct. Any damages that occur after the doors have been picked up will not be covered by Elite Mouldings. If you bring the door home to discover that it is incorrect, you will be responsible for bringing it back to us and picking up the replacement door. \*

**Returns:**

You may return non-custom doors within 2 weeks of receiving your doors with a 20% re-stocking fee, assuming they are not installed, painted, machined (for hinges or bore hole). Any custom orders are **NON-RETURNABLE / NON-REFUNDABLE**

*We appreciate and thank you, our client, for giving Elite Mouldings the opportunity to work with you!*

**Warranty:**

Our warranty is extended from that of the manufacturer. You can visit each of the following manufacturer's links below which specifies the terms and conditions for their warranty (ex – door warping). Please see warranty links below for proper installation instructions (ex – painting, hanging, storage, etc.).

**FIRE RATED DOORS** – NO modifications can be made to fire rated doors. They must be customized to the exact size you require, and will be machined to your specifications. Once stamped, they must be installed without modifications to keep the warranty valid.

[TRIMLITE WARRANTY](#)



F2-F4-2014Trimlite-Care-and-Finishing-

[METRIE/MASONITE TECH WARRANTY](#)  
[METRIE/MASONITE WARRANTY](#)



limited\_warranty.pdf

[CANSAVE/JELDWEN WARRANTY](#)



jeldwen-interior-door-warranty.pdf



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# Credit Card Payment Authorization Form

Instructions: To pay by credit card, please complete both sections below.

## CREDIT CARD HOLDER INFORMATION

Please circle credit card type:

\_\_\_\_ Visa / MasterCard \_\_\_\_

Credit card number: \_\_\_\_\_

Expiration date: \_\_\_\_\_ / \_\_\_\_\_ (mm/yy)      cvv \_\_\_\_\_

Exact name as it appears on the credit card:

\_\_\_\_\_

Billing Address:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Authorization for all shipping related charges, for return of products incurred to Elite Trimworks Corp., due to improper clarification prior to sending with desired carrier.

Primary phone number: \_\_\_\_\_

Order Number: \_\_\_\_\_

Cardholder Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Special Instructions: