

KNOXVILLE DOOR AND SHUTTER

TERMS OF SERVICE & DISCLAIMER

Terms of Service

1. Acceptance of Terms

By using our website goods, products, or services- you agree to these Terms of Service. If you do not agree, please discontinue use.

2. Modifications

We reserve the right to update these Terms at any time without prior notice.

3. Permitted Use

You agree to use our website goods, products, and services lawfully and ethically. You may not:

- Use our website for any fraudulent activity.
- Attempt to interfere with security features.
- Distribute or copy content without permission.

4. Intellectual Property Rights

All content, including text, graphics, and logos, is owned by Knoxville Door and Shutter and protected under copyright laws.

5. User Content

Any content submitted by users (reviews, comments, etc.) must be appropriate and not violate any laws or third-party rights.

6. Disclaimers and Limitation of Liability

We provide our website goods, products, and services "as is" without warranties. We are not liable for any damages resulting from your use of our site or services.

7. Governing Law

These Terms are governed by the laws of Tennessee, without regard to conflicts of law principles.

8. Termination

We reserve the right to terminate or suspend access to our website or services at any time, without notice, for any violation of these Terms.

9. Indemnification

You agree to indemnify and hold Knoxville Door and Shutter harmless from any claims or damages arising from your use of our website, goods, products, or services.

10. Contact Information

For questions regarding these Terms, please contact us at:

- **Email:** Knoxvilledoorandshutter@gmail.com
- **Address:** 617 Burns Road, Knoxville, TN 37914

By continuing to use our website goods, products, and services, you acknowledge that you have read, understood, and agreed to this Privacy Policy and Terms of Service

DISCLAIMER

At Knoxville Door and Shutter, we strive to ensure customer satisfaction by crafting high-quality doors and shutters. Each product is handcrafted using premium wood and finishing materials. Please carefully read the following disclaimer regarding the characteristics of our crafting process, materials used, and finished products before placing your order with Knoxville Door and Shutter.

WOOD AND FINISH VARIATIONS

Knoxville Door and Shutter strives to provide a consistent wood product as its natural imperfections will allow. It is important to note that wood is a natural material that may contain variations or disparities between different types of wood and samples of the same wood. Product samples are provided solely to represent the general appearance, type, and quality of the materials. Samples may not perfectly replicate the final product in terms of color, grain pattern, or finish due to the natural variability of wood and finishing processes. Customer understands and acknowledges that the appearance of the finished product may differ from the samples presented or shown to the customer, whether through photographs or in person. These variations may include, but are not limited to, differences in texture, color, grain pattern, knots, and other natural characteristics inherent to the wood. Samples utilized by Knoxville Door and Shutter are not intended to be identical to any finished product, and no representation, warranty and/or guarantee is made that the samples are identical to the finished product or that any finished product will appear exactly identical to any other finished product.

Knoxville Door and Shutter additionally uses high-quality finishes, stains, and paints on their products. Each finish may vary from finishes shown to customer throughout the purchasing process. Even the same stain or finish applied to two pieces of the same wood species may result in different appearances. Light exposure, reflection, and environmental factors can alter the

appearance of wood, further contributing to such variations. Certain materials may cause the finish to appear darker or lighter in some areas, which is a natural and expected occurrence. Customer understands and acknowledges that these variations may occur and be apparent in the final product. Knoxville Door and Shutter does not make any representation, warranty, or guarantee regarding the exact color, luster, or appearance of any final product, including differences in finish color, wood grain, shading, tint, dye lots, texture, tone, etc. compared to samples or displayed products. Knoxville Door and Shutter shall not be responsible for any difference or change in color, wood grain, shading, tint, dye lots, texture tone, etc. between that of samples of options displayed to customer, the merchandise ordered, and that delivered and/or installed.

WOOD EXPANSION AND CONTRACTION

Due to the natural expansion and contraction of wood caused by environmental changes in temperature and humidity, customers should expect movement and changes in the finished products over time. Wood is an organic material and will react to large and/or rapid changes in temperature and humidity, causing things such as warping, shrinkage, splitting, checking, discoloration, growth, separation at joints, and decomposition of the adhesives and finish materials. As is normal in any wood product, expansion and contraction will occur in the products produced by Knoxville Door and Shutter and are not considered a defect. These changes are a normal part of the product's behavior and will not affect the product's structural stability or finish protection.

DISCOLORATION AND AGING

Customer further acknowledges that the finishes used by Knoxville Door and Shutter may experience discoloration over time due to exposure to airborne particles, including, but not limited to, smoke, cooking residue, environmental factors, prolonged exposure to natural or artificial light, and moisture. Such discoloration is a natural process and does not indicate a defect. Any discoloration and aging of the product is expected and acknowledged by customer. The changes are due to the natural chemicals in wood. Because the changes occur at various rates, Knoxville Door and Shutter can also not guarantee that subsequent orders will match customer's original order. Customer further acknowledges that all wrap stock such as certain oval and round door inserts are prone to fading over time, especially due to prolonged sun exposure and extreme weather conditions, including high temperatures, rain, and snow. Knoxville Door and Shutter is not liable for any fading or damage that occurs due to these factors.

ACKNOWLEDGEMENT

By placing your order with Knoxville Door and Shutter, you acknowledge and accept the above variations, natural discrepancies, and potential differences in the finished product compared to samples and between finished products, and you agree to hold Knoxville Door and Shutter harmless from any claims arising from these natural variations and manufacturing processes.