IMPORTANT INFORMATION

STORING YOUR DOORSET

To ensure your doorset stays in pristine condition and has time to acclimatise before installation, it should be stored horizontally and fully supported on a raised and even surface three days prior to hanging. This will avoid any warping or damage caused by surface moisture. In addition, doorsets must be kept in a sheltered area, avoiding direct sunlight to prevent discolouration. We do not recommend storing our doorsets in storage containers or fitting them in a room with fresh plaster.

FINISHING GUIDELINES

All unfinished and primed products must be finished with an appropriate treatment immediately after installation. Pre-finished doors, however, come already finished and ready to install.

White and black primed products should be decorated with a good quality oil or solvent-based timber paint suited to your property. Our Joinery is not suitable for oils, certain waxes, polishes and dyes. Please speak to the manufacturer of the product prior to use to ensure it is suitable for the style and construction of your veneered door.

We recommend LPD Hard Wax Oil for our unfinished oak internal products. It is designed to enhance and protect the natural beauty of your door and is user-friendly, easy to apply and can be used in all interior situations.

RETURNS POLICY

Please note that wood is a natural product, so variations in colour and grain are common. Natural variations in the colour or texture of wood are not to be considered as defects. We recommend purchasing doors in plot orders to minimise batch variations. It is essential to inspect each door before hanging so that any issues can be resolved quickly and efficiently. Once a door has been hung, it is deemed to have been accepted and is no longer eligible for return.

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