

ENTRY DOORS TORONTO Inc.

WARRANTY POLICY

ENTRY DOORS TORONTO Inc. (further - Company) gives every custom door/window systems, we carry on, our undivided attention and warrants that our products will be free of any material or manufacturing defects within period of entire warranty. **Company** is proud to provide 2 years extended warranty on workmanship including labor and materials. Service fees will apply to any service call after 2 years. Service fees will apply to any service to replace broken parts because of accidental damage or part is not covered by manufacturers warranty.

EUROPEAN VIKING DOORS & WINDOWS - 25 years limited warranty

- All uPVC Doors and Windows or composite VIKING doors imported from Europe are warranted for 25 years against any manufacturing defects of uPVC and composite frames and sashes.
- All insulated glass units are warranted for a period of 10 years against any obvious inclusions, damage or obstruction due to manufacturing workmanship or seal failure.
- Door/Window hardware and rubber seal are warranted for 5 years against any manufacturing defects.
- Painted or laminated surfaces are warranted for 5 years against peeling, flaking, chalking.
- Direct sun can lead to faster fading on the painted surface.

CANADIAN DOORS AND WINDOWS - 10 years limited warranty

FACTORY WHITE, STEEL, FIBERGLASS AND VINYL DOOR/WINDOW PANEL - 10 year limited warranty

Our steel, fiberglass and vinyl door/windows panels/frames will not crack, buckle, warp, delaminate or rust a period of 10 years. Fiberglass door panel must to have mandatory multi-point lock hardware to prevent warping. Ignoring of this requirement leads to the void warranty on fiberglass door panel.

DECORATIVE DOOR/WINDOW LITES - 10 years limited warranty

All insulated glass units are warranted for a period of 10 years against any obvious inclusions, damage or obstruction due to manufacturing workmanship or seal failure. Discoloration or fading of coming is normal and is not covered under this warranty. Cracked glass due to thermal shock on all 'commodity' and decorative glass only is covered for a period of 1 year.

PAINTED STEEL, VINYL AND FIBERGLASS DOOR SYSTEMS & SOLID PVC FRAME - 5 year limited warranty

Painted steel, vinyl or fiberglass doors and solid PVC frame are warranted for a period of 5 years against such defects in material or workmanship that might result in peeling, flaking, blistering and chalking (uneven discoloration). Direct sun lights can lead to faster fading of the paint. **WOOD LOOK STAIN FINISH ON FIBERGLASS DOOR IS NOT COVERED BY THIS WARRANTY.**

SOLID PVC, LAMINATED or COMPOSITE FRAME (unpainted) - 10 years limited warranty

Unpainted solid PVC, Laminated or Composite frame will not crack, buckle, warp, delaminate or rust a period of 10 years.

WEATHER SWEEP is not covered by this warranty. **WEATHER SWEEP** replacement is a paid service - \$80.00 (including the price of parts, site visit and labor).

Locks and handles provided by Company are subject of manufacturer's 1-year warranty. Company provides free parts within 1-year warranty period. Service charge \$75.00 for site visit and labor will apply. Any malfunction of the hardware because of accidental damage or improper operation is not covered by this warranty.

Customer's hardware is not covered by this warranty and **Company** doesn't provide any service to fix or replace it.

WARRANTY LIMITATIONS

This warranty will **VOID** if any person owner or purchaser modifies or alters the finished product in any way.

Warranty will **VOID** if balance is not paid in full by customer due on completion of installation.

This warranty will **VOID** if harmful solvents of any kind are used to clean any surface. It is recommended that the use of a liquid solution of mild household soap and water be used in conjunction with a soft sponge or newsprint to wipe off any accumulation of surface dirt.

HOW TO TRANSFER YOUR WARRANTY

The **Company's** warranty can be transferred to future purchaser (owner) of the original property subject to written notice to **Company** by the new owner/owners within 30 days after taking possession of the property where the product was originally installed. Warranty transfer \$250 fee will apply. This warranty will expire should the new owner fail to notify **Company**.

LIMITED WARRANTY COVERAGE

Company is not liable for:

- Damage or poor product performance resulting from installation made by unauthorized contractor or by customer.
- Water or air infiltration due to unauthorized installation.
- Damage from the scratching of the door or frame surface causing rusting, peeling or blistering of paint.
- Any door that has been modified after the original production of the system
- Damage caused by shipping and or handling after the door has been removed from **Company's** facilities by customer.
- Normal wear and weathering of interior and exterior surfaces.
- The installation of storm doors will **VOID** this warranty due to excessive heat buildup.
- Condensation or ice buildup due to extra humidity inside of the building.
- Problems incurred by misuse, abuse, or natural disasters such as harmful solvents, lack of regular maintenance, fire, flood, earthquakes and damage caused by third party that is out of our control.

IF YOU ENCOUNTER A PROBLEM FOLLOW THE PROCEDURE BELOW:

1. Contact us at www.entrydoors-toronto.com ; info@entrydoors-toronto.com ; Tel: 416-800-7737
2. Inform us of the problem by sending written or email service request with full contact information and details of service required.
3. Phone calls are not accepted for service request.
4. Have a valid purchase order (contract) with **ENTRY DOORS TORONTO Inc.**
5. **Company** provides quick and efficient service in a reasonable time schedule.