

The Fortis Supply fiberglass door Limited Lifetime Warranty ensures that Fortis Supply fiberglass doors are fabricated according to the design specifications for fiberglass doors as an exterior building product for residential use and is free from defects in material and workmanship that would render the door product unfit to perform to the intended and designed use standards as stated below.

This warranty applies only to the first purchaser (Customer) of the Product from Fortis Supply and extends to the first owner of the residential home where the Product was installed.

DESIGNED USE STANDARDS

Subject to the conditions, exclusions and limitations stated herein, the door will perform consistently with the operational and performance standards as a residential point-of-entry and weather barrier within conditions that do not exceed the product design limits.

Door component sizing and fabrication specifications are within +/- 1/16" tolerances.

Unfinished products may have minor visible manufacturing blemishes or material irregularities which otherwise do not interfere with the operation, performance, or affect the overall appearance of the product and are not considered defects.

COVERAGE EXCLUSIONS

This warranty does NOT cover the following:

1. Damage caused by mishandling, accident, or abuse during shipping or handling.
2. Damage caused by improper manner of storage and/or storage conditions.
3. Damage caused during installation, and/or improper installation.
4. Damage resulting from improper use of product for which it was not intended, and/or for which it was not designed or tested, and/or for improper maintenance.
5. Damage from exposure to, but not limited to, natural or other harsh or extreme conditions, acts of God, continuous extended exposure to direct sunlight, high vibration, extreme temperature changes, saltwater, improper use of storm door (such as behind a non-vented storm door), fire, harsh chemicals or solvents, pressure washing, concrete dust or splatter, pets, wild animals, etc.
6. Damage or defect due to failure to finish per manufacturer's instructions. (See finishing instructions)
7. Damage or defect of product subjected to stress resulting from localized application of heat, movement of building and/or building components, or expansion or contraction of framing members.
8. Labor, shipping, or other charges incurred or claimed by the customer.
9. Any damages precipitated by warranty holder not taking corrective action to mitigate further damage to the door product.

DAMAGE OR DEFECT INSPECTION

It is the customer's responsibility to inspect the door product immediately upon receipt of shipment. If a defect or damage is uncovered upon such inspection, then the customer must follow the Warranty Claim Procedures set forth herein. Fortis Supply shall have no obligation under this warranty with respect to any defect reasonably discoverable upon immediate inspection after the door has been installed (or otherwise used). If a defect or damage occurs after receipt of shipment within the warranty period, then the customer must also follow the Warranty Claim Procedures set forth herein.

WARRANTY CLAIM PROCEDURES

The customer must adhere to the following procedure in order to make a claim under this warranty:

1. The Customer must request a warranty claim
 - a. Claim must be written to Fortis Supply, 2615 S. 80th St, Ste 120, Tacoma, WA within 30 days after discovering a defect or damage.
 - b. Fortis Supply must receive this written claim within the Products lifetime.
2. The Customer must use reasonable diligence to include in the written claim all of the following:
 - a. Adequate description of the claim damage or defect(s).
 - b. Identification of Product (Product Type/Model).
 - c. Exact Product size.
 - d. Time stamped photos and/or videos of damage or defect(s)
 - e. Date Product was manufactured
 - f. Date of the Customer's purchase, the place of purchase, the purchase price and the date of delivery to the Customer.
3. The Customer must, if requested by Fortis Supply permit Fortis Supply or it's representative to inspect the Product.
4. If the first owner of the residential home where the Product was installed needs to request a warranty claim, they must do so through the Customer (first purchaser) of the Product.

REMEDIES

After receiving a valid claim, Fortis Supply will repair or provide a replacement product (or part of like kind and design).

The limited warranty on the replacement Product will last for the balance of the warranty on the original Product. If the Customer fails to provide satisfactory proof of the date of purchase, the date of manufacture shall be used instead.

FORTIS SUPPLY'S LIABILITY UNDER THIS WARRANTY IS LIMITED TO REPAIR OR REPLACEMENT OF FORTIS SUPPLY PRODUCT, AND WILL IN NO EVENT BE RESPONSIBLE FOR SHIPPING, LABOR, REMOVAL OF ORIGINAL PRODUCT, INSTALLATION OF PRODUCT, RE-FINISHING EXPENSES, OR OTHER CHARGES, COSTS OR CLAIMS INCURRED BY THE CUSTOMER.

DISCLAIMER OF WARRANTY

FORTIS SUPPLY MAKES NO IMPLIED WARRANTY, INCLUDING A WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THE PRODUCT OR ANY REPLACEMENT, AND FORTIS SUPPLY MAKES NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, STATUTORY OR OTHERWISE, WITH RESPECT TO THE PRODUCT (OR ANY REPLACEMENT). EXCEPT TO THE EXTENT PROVIDED HEREIN.

LIMITATION OF REMEDIES

THE REMEDIES SET FORTH ABOVE ARE THE CUSTOMER'S EXCLUSIVE REMEDIES FOR BREACH OF WARRANTY OR NEGLIGENCE. IN NO CASE SHALL FORTIS SUPPLY BE LIABLE TO THE CUSTOMER OR ANY OTHER PERSON FOR ANY GENERAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES.

Unless modified in a later writing signed by both Fortis Supply and the Customer, this warranty is the complete and exclusive warranty related to the Product, and it supersedes all earlier agreements and other communications relating to the Product. No employee of Fortis Supply or any other party is authorized to make any warranty in addition to this warranty. Invalidation of any one or more of the provisions of this warranty shall not invalidate or affect one of the other provisions.