

Exterior Door Glasslite Warranty Limited Warranty

10 Years - Decorative Glass, Mini Blind, GBG, Clear & LowE

WARRANTY COVERAGE:

National Door Company warrants that its Glass component product ("Product") is free from defects in material and workmanship which will make the Product unfit for its normal and recommended use. THE DURATION OF THIS WARRANTY BEGINS ON THE DATE OF PURCHASE BY THE CUSTOMER AND EXTENDS FOR THE FOLLOWING PERIOD:

1. Ten (10) years for the glass component for seal failure.
2. Lifetime for Frame component against warping and cracking

EXCLUSIONS FROM COVERAGE:

This warranty does not cover:

1. Labor, including removal, installation, pick up, delivery, shipping, or other charges incurred or claimed by the Customer.
2. Door units not installed according to published rough opening and installation instructions.
 - 2.a Double doors with an astragal should not be installed in a direct weather exposure or without a proper overhang. An ideal overhang must extend at least four feet wider (two feet each side) than the door unit and at least five feet out from the house. Failure to adhere to these overhang and directional requirements will void any warranty coverage.
3. Damage to Door Units reported after installation by 3rd party installation company or homeowner.
4. Defects or damages arising out of shipment by common carriers, private transportation or other means of transportation.
5. Defects or damages arising out of improper handling or cleaning, defective or improper installation by a 3rd party installation company or homeowner according to published rough opening, overhang requirements and installation instructions, defective or improper glazing, accident, act of God, intentional human act, misuse or abuse, or any other circumstances beyond the control of National Door Company.
6. Warp not exceeding 1/4" in the plane of the door panel, bow or misalignment in the door frame in which the door panel is hung.
7. Product installed in or submitted to high heat conditions, high moisture conditions, high vibration, or extreme temperature changes.
8. Product used or installed in non-residential environments, including but not limited to, retail or commercial applications.
9. Products not finished/painted in accordance with installation instructions.
10. Products finished/painted a dark color with prolonged exposure to direct sunlight.
11. Products finished with non-recommended paints or topcoats.
12. Performance of finish paints.
13. Use of chemical based cleaners on a prefinished unit.
14. Product installed in sloped glazing.
15. Product subjected to stress resulting from localized application of heat, movement of building and or building components, or expansion or contraction of framing members.
16. Failure to provide an adequate overhang for exterior doors, damage caused by extreme temperature buildup where storm doors are present (2.a.).

WARRANTY CLAIM PROCEDURES:

If within the applicable warranty period the Customer discovers a defect in the Product which is covered by this warranty, the Customer must follow this procedure:

1. The Customer must promptly present a written claim to National Door Company 6361 Sterling Dr. N. Sterling Heights, MI 48312. National Door Company must receive this claim no later than ten (10) years after the date of the Customer's purchase of the Glass.
2. The Customer must use reasonable diligence to include in the written claim all of the following:
 - a. Adequate description of defect(s).
 - b. Identification of Product design or pattern.
 - c. Exact Product size.
 - d. Date Product was manufactured.
 - e. Date of the Customer's purchase, the date of delivery to the Customer, and location of original purchase.
3. The Customer, at National Door Company's option, must permit National Door Company or its representative to inspect the Product.

REMEDIES:

After receiving a valid claim, National Door Company will, at its option, (a) repair the Product, or (b) provide a replacement Product (or part, as appropriate) of like kind and design.

DISCLAIMER OF WARRANTY:

NATIONAL DOOR COMPANY MAKES NO IMPLIED WARRANTY, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THE PRODUCT (OR ANY REPLACEMENT), AND 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. IN NO CASE SHALL NATIONAL DOOR COMPANY BE LIABLE TO THE CUSTOMER OR ANY OTHER PERSON FOR ANY GENERAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT PERMIT ANY LIMITATION ON THE LENGTH OF AN IMPLIED WARRANTY, OR ANY EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, AND THEREFORE SOME LIMITATION OR EXCLUSIONS IN THIS WARRANTY MAY NOT APPLY.

Unless modified in a later writing signed by both National Door Company and the claimant, this warranty is the complete and exclusive warranty relating to the Product, superseding all earlier agreements and other communications relating to the Product. No employee of National Door Company 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 any one of the other provisions hereof, which shall remain in full force and effect.

This warranty is not transferable. This warranty provides specific legal rights, and other rights, which vary from state to state, may be available.