



## DESIGNER ARCH FIBERGLASS DOOR LIMITED 25 YEAR WARRANTY

### WARRANTY COVERAGE

The Designer Arch Door as sold directly by West Four Distribution (WFD), is guaranteed free of defect in material or workmanship that might unreasonably affect its performance. The terms of this warranty extend from the first date of purchase for Twenty-Five (25) years. This warranty (1) is for the original homeowner, (2) does not apply to purchases made for resale or for use outside of Canada and (3) is not transferable.

Flush glazed doors with factory-installed glass (including glass with blinds):

5 years against seal failure and magnetic components

Direct Glazed Neulite Brushed Black and Pre-Finished Product from Factory:

3 years on discolouration at Delta 5

### EXCLUSION FROM COVERAGE

The terms of this express warranty exclude failures which are the result of or involve:

- a) General wear and tear;
- b) Accident, abuse or improper use;
- c) Stress due to localized application of heat, movement of building or building components, or due to expansion or contraction of building or building components;
- d) Damage due to freight carriers, common carriers, private transportation, or any other means of transportation or handling; after shipping from WFD.
- e) Misapplication, faulty building construction or design, including but not limited to installation or use in areas of high humidity or high vibration;
- f) Exposure of the Designer Arch Door itself, to the elements, improper or insufficient handling, storage installation, maintenance or service;
- g) Fire, corrosive fume, stains, contact with chemically abrasive substance, condensate damage, acts of God, and/or any events or actions beyond the control of WFD;
- h) All components, parts, glass and labor supplied by parties other than WFD.
- i) Structural integrity issues or other problems caused by the improper fitting of the hardware, improper sizing of the door panel or other door system assembly problems.
- j) Cost for labor, installation, removal or finishing of any replacement slab or sidelite.
- k) Products with storm doors.
- l) Products painted and/or stained with dark colours, not including factory-finished products.
- m) Thermal bowing 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.
- n) 8ft tall door installed without a multipoint lock system.
- o) Minor scratches or other minor visual imperfections.

## INSPECTION AND DISCOVERY OF DEFECT

It is the customer's responsibility to inspect the Designer Arch Door immediately upon receipt and to verify that WFD's product has arrived without shipping damage. If a defect is found immediately upon receipt from WFD then the WFD Warranty Claim Procedure (below) must be followed. WFD shall have no obligation under this warranty with respect to any defect reasonably discoverable upon immediate inspection after the Designer Arch Door has been used.

## WARRANTY CLAIM PROCEDURE

In the event of a warranty claim, please notify WFD in writing and provide the following information. No claim under this warranty will be considered valid unless authorized in writing by WFD.

- a) Catalog number and description of the Designer Arch Door;
- b) Name and address of the owner and the installer;
- c) Proof of sale/Purchase Order number;
- d) Picture(s) of the defective door;
- e) The blue production label from the top of the door; and
- f) Detailed explanation of defect.

## REMEDIES

If a defect occurs within the terms of the warranty, WFD, at its sole option, will (a) repair the door, (b) furnish a replacement door, or (c) refund the original purchase price. If WFD elects to provide a replacement, the limited warranty of the replacement will extend only for the balance of the original warranty period. **WFD WILL NOT PAY THE COSTS OF LABOR, INSTALLATION OR FINISHING FOR ANY REPLACEMENT DOOR.**

## LIMITATION OF REMEDIES

The remedies set forth herein are the customer's exclusive remedies for breach of warranty. In no case shall WFD be liable to the customer or any other person for any general, incidental, or consequential damages. There is no other warranty express or implied, including warranties of merchantability and fitness for a particular purpose, except as is set forth herein. No distributor, dealer, or WFD representative has the authority to change or modify this warranty. In no instance shall WFD be responsible for indirect, consequential, or incidental damage.