

## Exterior Wood Door Five (5) Year Limited Warranty

Glenview Doors products are constructed to enhance your home with their beauty and strength for many years to come. We believe in our products and are proud to offer one of the best warranties for an exterior wood door product. This limited warranty is effective for all Glenview Doors products manufactured on or after September 18th, 2023. Any previous warranties will be honored on products manufactured before this date. You can find maintenance, handling, and installation recommendations at [www.glenviewdoors.com](http://www.glenviewdoors.com).

### Scope of This Limited Warranty:

If your Glenview Doors product exhibits performance problems due to a defect of the material or craftsmanship within five (5) years of delivery, Glenview Doors will, at its option, either repair the product or part, replace the product or part, or refund the purchase price of the product or part.

**Start Date:** This limited warranty begins on the date the final invoice is issued.

**Glass:** All glass inserts including insulated, textured, laminated, and tempered products are warranted to be free from seal failure resulting in visible obstruction, and stress cracks for five (5) years. The term “stress cracks” refers to cracks that appear without signs of impact.

**Frame:** Our door frames are warranted to be free from defects for five (5) years. This warranty extends to all sidelights and transoms.

**Finish:** We warrant the finish against fading, peeling, flaking, and blistering for five (5) years. Please note that maintenance of the finish is required. Please read the care instructions for more details.

**Hinges:** We warrant all hinges to be free from defects for five (5) years. This includes ball bearing hinges, concealed hinges, and pivot hinges.

**Warp:** For doors up to 60” x 108”, we warrant our door slabs to be free from warp, twist, bow, or cupping over ¼” for five (5) years when the unit is crafted with factory-recommended hinge, construction, and proportions. Please note that multipoint lock may be required for some units.

**Wood Cracks:** We warrant all wooden door slabs to be free of cracks and surface checks over 1/32” in width and/or 2” in length.

**Delamination:** We warrant all wooden products to be free of delamination for five (5) years.

### Terms:

**Transferability:** This limited warranty is fully transferable to any new owners during the term of the warranty. Please note that documentation of the transfer and documents of the original purchase with the sales order number is required for a warranty claim.

**Labor:** This limited warranty does not cover the labor to install, remove, refinish, transport, repair, dispose of, or replace any products or parts.

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**Procedure to make a warranty claim:** Report any issues or warranty claims to the Glenview Doors Dealer where the product was originally purchased. Your report must be made within 30 days of the issue appearing and before any attempt to repair. Claims must be made during the term of the warranty. Claims made after the term of the warranty will not be accepted.

**Replacement:** If your warranty claim is accepted and Glenview Doors chooses to replace a component or part, the replacement provided will be the same specifications as the product originally purchased. If the original product is no longer available, a similar quality product will be selected. Replacement parts are warranted for the remainder of the term of the original warranty.

**Refund:** If the claim is accepted and Glenview Doors chooses to refund the product part or component, the refund amount will be based on the original purchase price.

**Deferral:** Glenview Doors may elect to defer resolution on claims related to warp, twist, bow, or cup exceeding ¼" for up to 12 months from the date of claim to allow for acclimation.

**Failure to report:** Glenview Doors reserves the right to deny a claim if an issue is not reported within 30 days and the delay results in further deterioration, or exacerbation of a problem, or causes a more complex or costly resolution.

**Overhang Requirement:** This limited warranty extends only to doors protected by an overhang. The depth of the overhang must equal at least one-half the distance from the bottom of the door to the bottom of the overhang. The span (width) of the overhang must extend at least three feet on either side of the door unit.

**Occupancy:** The residence in which the door is located must be regularly occupied during the entire duration of the warranty. If the residence is left unoccupied for six consecutive months or more, the warranty will be voided.

**Coastal application:** The limited warranty applicable to products installed within one (1) mile of a body of salt water is two (2) years.

## Items NOT Covered by This Limited Warranty:

In addition to any other limitations or exclusions in this Limited Warranty, the following items or conditions are not within this Limited Warranty and Glenview Doors shall have no obligation for the following:

**Normal Wear and Tear:** Including but not limited to damage to weather stripping, surface abrasions from use and natural weathering, and changes to hardware finishes. Natural weathering can appear as patina, corrosion, and tarnishing on any surface, including metal.

**Third-party products:** Glenview Doors does not warrant any third-party or after-market products not provided by Glenview Doors, including, but not limited to, lockset handles and hardware, peepholes, mail slots, pet doors, doorbells, knockers, and security systems. Please contact the manufacturer of those products for their warranty.

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**Misuse, Negligence, or Abuse:** Failing to follow handling, installation, storage, or maintenance instructions, or any action which could result in damage, injury, or financial loss.

**Alterations or Modifications:** We do not warrant any damage resulting from specialty modifications. This includes but is not limited to refinishing, trimming, and cut downs.

**Improper installation:** Improper installation includes fit, function, or alignment issues related to incorrect or inadequate installation or improper construction of the surrounding building impacting the performance of the door; installation of a door in a condition where it does not meet applicable building codes or requirements; or installation into an environment that exceeds the product's specifications or design.

**Wood:** Variation in color, texture, and grain pattern cannot be controlled. Color and texture may change over time and is not considered a defect.

**Glass:** Slight imperfections, distortions, or subtle color variations that do not materially diminish the strength or performance of the glass.

**Improper cleaning:** Use of improper cleansing products or methods including but not limited to harsh cleansers, brick wash, power washers, razor blades, and solvents.

**Condensation:** Condensation occurs when there are high levels of humidity near the door and/or a significant temperature variance between the interior and exterior of the building. Condensation from such conditions is not considered a defect of the product.

**Corrosion:** Deterioration or failure of finish on metal components due to environmental conditions such as acid rain, air pollution, salt, or exposure to other corrosive substances.

**Humidity:** Damage caused by extremely high (greater than 75% relative humidity) or extremely low humidity (lower than 20% relative humidity).

**Water Intrusion:** Any damage resulting from air and water infiltration during severe weather conditions.

**Location:** This Limited Warranty applies only to products installed in the continental United States.

**Disasters:** Damage caused by extreme weather events or third parties outside of Glenview Doors' control. These include, but are not limited to, fire, tornado, flood, hurricane, snow buildup, earthquake, war, insurrection, or civil unrest.

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## NO OTHER WARRANTIES OR REPRESENTATIONS

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THIS LIMITED WARRANTY DOCUMENT GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. IN THE EVENT APPLICABLE STATE LAW PRECLUDES EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES, THE DURATION OF ANY SUCH WARRANTIES SHALL BE NO LONGER THAN, AND THE TIME AND MANNER OF PRESENTING ANY CLAIM THEREON SHALL BE THE SAME AS, THAT PROVIDED IN THE EXPRESS LIMITED WARRANTY STATED HEREIN.

NO DISTRIBUTOR, DEALER OR REPRESENTATIVE OF GLENVIEW DOORS HAS THE AUTHORITY TO CHANGE, MODIFY OR EXPAND THIS WARRANTY.

THE ORIGINAL PURCHASER OF THIS PRODUCT ACKNOWLEDGES THAT THEY HAVE READ THIS WARRANTY, UNDERSTAND IT AND ARE BOUND BY ITS TERMS AND AGREES TO PROVIDE THIS WARRANTY TO THE ORIGINAL OWNER OF THE STRUCTURE INTO WHICH THE PRODUCT IS INSTALLED.