



## P-TEK DOOR COMPANY Limited 25 Year Warranty



### Warranty Coverage

P-TEK Door Company's Doors are covered under this limited warranty, to be free from defects in material and workmanship that would render the door unfit for its designed use, subject to the conditions and restrictions contained herein. Fiberglass doors carry a limited warranty for 25 years, Steel doors 10 years, Doorglass 10 years, Jambs (frame) installed in our prehung door systems carry a limited 5 year warranty. This limited warranty extends only to the original owner (Customer) of the door, installed in the owner occupied residential dwelling within the continental U.S., and is non-transferable.

### Exclusive Remedies

Upon receipt of a valid claim from Owner, P-TEK Door shall have the option to either repair the product or provide a replacement product of the like kind and design. Further in lieu of repair or replacement, P-TEK Door reserves the right to refund the Owner's purchase price (not replacement price). This shall be the customer's sole and exclusive remedy, and in no event shall P-TEK Door be responsible for shipping, labor, finishing expenses, removal of original product, installation of product, or other incidental and/or consequential charges, costs, expenses or claims incurred by Owner.

### Exceptions from Coverage

The following exceptions are not covered and shall otherwise not be considered to be defects in material or workmanship as applied to this limited warranty: any damage or discoloration caused by not painting/finishing smooth or unfinished fiberglass doors within 2 months of installation, any damage caused by not painting/finishing wood components within 2 weeks of installation, any damage caused by the Owner to include but not limited to damages caused during installation of the door, replacement of P-TEK Door parts/components, or any act(s) performed to the door not in compliance with P-TEK Door's instructions and recommendations, discoloration or irregularity in glass that is not visible from farther than six feet, broken glass after receipt of door, and any damage caused by improper installation and/or ventilation of a door. Also excluded from this warranty are defects resulting from (1) improper use; (2) improper installation; (3) improper maintenance; (4) water-related damage; (5) exposure to chemical, acids or fumes.

### Doors, Glass, Jambs and Finishes

Fiberglass doors are warranted to be free from deficiencies in material and workmanship under normal usage for 25 years (Steel doors for 10 years) from the date of purchase, provided compliance to all recommended preventive care (including but not limited to proper stain and/or paint recommendations); and deficiencies in material and workmanship on the finish of our Pre-finished products are warranted for 1 year. Door jambs carry a limited 5 year replacement warranty (P-TEK Door will supply replacement jambs) should degeneration occur, rendering the jamb unable to support a hinge or sill. Exclusive remedies and all exceptions from coverage as stated above shall apply. This warranty excludes any lock mechanisms or closer hardware, or other miscellaneous hardware, or any other door attachments, which are not manufactured or furnished by P-TEK Door.

### Warranty Claim Procedures:

In the event of a defect covered under this warranty, Owner shall comply with the following claim procedures:

1. Written warranty claim shall be presented to P-TEK Door.
2. Owner's written claim must include the following information:
  - a. Nature or adequate description of defect(s).
  - b. Identification of product including size, design, type, and product number (if available).
  - c. Date of purchase.
  - d. Proof of purchase.
3. Upon P-TEK Door's request, Owner must permit P-TEK Door (or its representative) to inspect the claimed defective door. P-TEK Door shall have 30 days from receipt of Owner's written claim to exercise this option to inspect.

P-TEK Door makes no other warranty, including a warranty of merchantability or fitness for a particular purpose, with respect to the product or replacement except to the extent provided herein. Invalidation of any one or more of the provisions of this limited warranty shall in no way affect any of the provisions in this limited warranty which remain in full force and effect. Any and all legal actions for any and every breach of this warranty shall be instituted and maintained in any court of competent jurisdiction in the City of El Paso, State of Texas. P-TEK Door reserves the right to modify the terms and conditions of this warranty without prior notice. Please direct all questions about this warranty: (903) 413 0507