

JELD-WEN® Exterior Door Panel Warranty **OUR WARRANTY TO YOU ...**

JELD-WEN® exterior door panels are designed to create lasting value for your home. This warranty is effective for exterior door panels manufactured by JELD-WEN on or after January 1, 2004 for use in the United States and Canada. Separate warranties apply for our Custom and Premium door collections. Any previous warranties will continue to apply to products manufactured by JELD-WEN prior to this date. Contact us for care and maintenance information or other additional information.

What This Warranty COVERS ...

We warrant to the original owner that our exterior door panel will be free from defects in materials and workmanship as described below. Should an exterior door panel be deemed defective, we will, at our option, either repair or replace the defective panel, or refund the purchase price.

Alterna Plus Door Panels

Our Alterna Plus door panels will not dent, warp, rot, crack, or buckle for **ten** years from the date of initial installation.

Steel Door Panels

Our steel door panels will not warp, rust, crack, or buckle for **ten** years from the date of initial installation.

Fiberglass Door Panels

Our fiberglass door panels will not dent, warp, rot, crack, or buckle for **twenty-five** years from the date of initial installation.

How to Get Assistance...

If you have a problem with your JELD-WEN exterior door panel, immediately upon discovery, contact the distributor or dealer from whom you purchased our product or contact us directly:

Mail: JELD-WEN Exterior Doors
3305 Lakeport Blvd
Klamath Falls, OR 97601
Phone: 1-877-535-3462 (1-877-JELD-INC)
Fax: 541-882-3455
Email: CustomerServiceDoors@jeld-wen.com

We can respond quickly and efficiently if you provide the following: a) date and location of purchase, b) how to contact you, c) the address of where the product can be inspected, and d) a description of the problem and the product (photographs are helpful).

What We Will Do ...

Upon receiving your notification, we will send out an acknowledgement within three business days to the contact, which you have provided. We will investigate your claim and will take appropriate action within 30 days after receipt of notification. If it is determined that the product does not have a defect covered by the warranty, we may charge an inspection fee for an onsite inspection that is required or requested by you. If it is determined that there is in fact a defect we will, repair the door panel, ship a replacement door panel to the distributor or person making the claim in the same specification as the original door panel sold to the distributor, or refund the original purchase price paid to us. This warranty gives you specific legal rights, and you may have other rights that vary from state to state.

What This Warranty Does Not Cover ...

We only manufacture the door panel of the door entry system. We do **not** assemble the door panel into the door frame **nor** do we provide parts or components (e.g. door frames, glass inserts, or hardware such as hinges and locksets). See your distributor or dealer regarding the warranty on the entire door entry system and on these other components.

We are not liable for:

- Normal wear and tear, and natural weathering of surfaces
- Problems due to misuse or abuse; failure to follow the care and maintenance instructions; or as a result of any cause beyond our control (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our control)
- Problems related to water and/or air infiltration due to improper assembly; installation errors or flaws in building design and construction; installation must be in strict conformance with the installation instructions provided by the manufacturer of the door entry system
- Damage or poor product performance resulting from installation into a condition that exceeds product design standards and/or certified performance specifications and/or does not comply with applicable building codes
- Problems related to: improper finishing of all surfaces and edges of the door panel; variation in sheen or texture due to finishing; or finishing the door panel with high gloss or dark colors
- 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

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- Structural integrity issues or other problems caused by improper fitting of the hardware, improper sizing of the door panel or other door entry system assembly problems
- Cost for labor, installation, removal or finishing of any replacement door panel
- Incidental or consequential damage. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this may not apply to you

Important Legal Information

This Warranty sets forth JELD-WEN's maximum liability for its products. We shall not be liable for special, indirect, consequential, or incidental damages. Your sole and exclusive remedy with respect to any and all losses or damages resulting from any cause whatsoever shall be as specified herein. We make no other warranty or guarantee, either express or implied, including implied warranties of merchantability and fitness for a particular purpose to the original purchaser or to any subsequent user of the product, except as expressly contained herein. In the event 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 warranty stated herein.

No distributor, dealer or representative of JELD-WEN has the authority to change, modify or expand this warranty. This warranty extends to the original purchaser (original purchaser means the contractor/distributor/purchaser and the initial owner of the structure where the product is initially installed) and is not transferable. 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. Should state or provincial law preclude no transferability, then the warranty period is effective five years from the date of initial purchase.

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