

Palette Collection Factory Finish on GlassCraft Fiberglass Doors

Our Warranty to you...

GlassCraft's Factory Applied Palette Collection Finish on fiberglass doors or sidelights (the "product") is designed to create lasting value and beauty for your home. This warranty is effective for the factory finish applied by GlassCraft onto GlassCraft door slabs and systems sold by GlassCraft on or after March 1, 2023 for use in the United States. For additional information, including care and maintenance, installation and finishing instructions, or to report a warranty claim, see your dealer or refer to www.glasscraft.com.



We warrant that, subject to the conditions and exclusions stated below, the factory-applied Palette Collection paint finish on GlassCraft's Fiberglass Doors and sidelights will be free from defects in material and workmanship which would render the product unfit for normal and recommended use and service when installed in the continental USA. GlassCraft Door Company ("GlassCraft") warrants this product only to the first purchaser of the product for purposes other than resale, or to the original purchaser of the residence into which such door is installed. This warranty covers defects which become evident during the period outlined below, provided that the owner gives written or electronic notice of the defects to GlassCraft Door Company, 2002 Brittmoore, Houston, Texas 77043, within the applicable time period. This warranty constitutes the sole and exclusive warranty offered by GlassCraft Door Company: It is not transferable; and no dealer, distributor, or representative of GlassCraft has the authority to modify or expand this warranty.

Palette Collection Factory Finish applied to fiberglass doors and sidelights

GlassCraft Door Company offers a limited warranty for two (2) years for the Palette Collection paint factory-applied finish applied to GlassCraft's Fiberglass Doors and sidelights from the date of first purchase from GlassCraft of the product; this warranty assuring that each product, for this period, is of good material and workmanship and free from defects that would render the product unserviceable or unfit for ordinary, recommended use. The following shall not be considered defects in material or workmanship, and are not covered by this warranty:

1. Prefinished doors and sidelights that include door inserts not installed by GlassCraft.
2. Alteration of the product in any manner, including but not limited to alteration of the size of the door or sidelight, or application of any additional finishing material or top coat over the factory applied GlassCraft finish.
3. Improper handling or storage of the product.
4. Scratches or other surface problems caused by transportation of the product, or caused during installation of the door or sidelight, or during construction of the building, or occurring during normal use of the door or sidelight with product applied.
5. Fading of the color of the product on the door or sidelight.
6. Glass breakage or glass damage for any reason. The physical appearance of a glass panel is not covered by this warranty.
7. Rusting or metal deterioration or appearance of wrought iron, or screws that are attached to wrought iron.
8. Damage caused beyond the control of GlassCraft, including but not limited to damage caused by misuse, abuse, accident or mishandling, or by fire, flood, earthquake, hurricane, storm, tornado, or other acts of nature. In addition, damage due to pressurized water application from a water hose or sprinkler system is not covered.
9. Product damage resulting from the installation of a storm door with the fiberglass door.

Claims Procedure and Limit on Remedies

All warranty claims must be presented as outlined above, within the warranty period. We will not honor warranty claims made prior to payment in full for the warranted product. Upon validation by GlassCraft of any warranty claim, we will (at our option):

- 1) Refund the purchase price paid for the factory finish product only by the original purchaser of the product from GlassCraft, or \$75 per door or sidelight slab, whichever is less, or
- 2) Supply a refinish touch-up kit, or paint or touch-up pen for use by the claimant (color matching not guaranteed)

We reserve the right to inspect any product that is alleged to be defective. GlassCraft may require that the purchaser return the product to GlassCraft in Houston, Texas for inspection. Or we may choose to send a company or field representative to inspect the product in the field, in which case we must be given at least a thirty-day opportunity to do so. All freight costs to and from GlassCraft for a warranty claim are the responsibility of the purchaser.

THIS CONSTITUTES THE PURCHASER'S SOLE AND EXCLUSIVE REMEDY UNDER ANY CLAIM OR THEORY OF LIABILITY. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, ARE EXCLUDED. GLASSCRAFT SHALL NOT BE LIABLE FOR CONSEQUENTIAL, INDIRECT, OR INCIDENTAL DAMAGES OF ANY NATURE INCLUDING, WITHOUT LIMITATION, LABOR COST OF ANY KIND ARISING FROM OR IN CONNECTION WITH AN ALLEGED BREACH OF ANY WARRANTY OR NEGLIGENCE ON THE PART OF GLASSCRAFT DOOR COMPANY. IN NO EVENT SHALL GLASSCRAFT PAY FOR THE COST OF LABOR, INSTALLATION, REMOVAL, DISPOSAL, OR FINISHING OF A REPLACEMENT OR ORIGINAL DOOR OR GLASS PANEL OR FOR ANY OTHER COST RELATING THE REPLACEMENT OF A DOOR OR GLASS PANEL, ALL OF WHICH SHALL BE THE SOLE RESPONSIBILITY OF THE PERSON MAKING THE WARRANTY CLAIM.

This warranty is effective for the factory applied finish product sold after March 1, 2023.

IMPORTANT: Components and handle sets are not covered by this Warranty.