

Thank you for purchasing Future Doors products.

- **Limited Warranty –**

- Future Doors guarantee our Polyester door components will be free from defect in materials and workmanship under normal use in residential applications for a period of five (5) years from the time of purchase. Warranty for business, commercial, institutional and other non-residential applications will be reviewed on an individual basis to determine a level of coverage.
- The five (5) year warranty period begins when the order is ready to ship.

- **Restrictions –**

- All goods must be inspected upon receipt. Freight damage is the receiver's responsibility to report and must be noted on the carrier's bill of lading. Warranty claims for damaged goods must be made within five (5) days of receipt of item.
- Damage from normal wear and tear, misuse, abuse, negligence, improper storage, handling, cleaning, excessive heat, water penetration or force majeure, are the responsibility of the purchaser and not covered under this warranty policy.
- Improper installation or modifications to the product itself will void this warranty policy.
- Warping may occur due to a number of variables. External factors such as changes in humidity & temperature can affect the stability of the door.
 - A tolerance of 1/8" in door warping (corner to corner) will be considered to be acceptable for doors up to 24" wide and 42" high and will not be grounds for replacement.
 - No coverage is given for doors over 24" in width and over 42" in height.
 - No coverage is given on frame only doors of any size due to the absence of a center panel.
- Avoid exposure to extreme heat such as wood stoves, counter appliances such as coffee makers, toasters and kettles as they can affect the surface finish and joinery.
- This policy will not cover warping, cracking or shrinking of doors resulting from inappropriate humidity levels (Relative Humidity of 40% – 50% should be maintained throughout the year).

- **Maintenance & Care –**

- To get the best performance of your new doors, general cleaning can be performed with a slightly damp cloth using water and a mild soap. Avoid saturating the cloth to prevent water gathering in the joints.
- Do not use chemicals and abrasive cleaning agents, such as bleach, thinner, acetone or other solvents.

- **Warranty Procedure –**

- Warranty claims can be submitted by the purchaser or from the end customer. All claims must be submitted on "Future Doors Warranty Claim Form" available for download or requested via email: orders-quotes@futuredoors.ca or fax: (506) 576-9772. All information must be completed as well as all supporting documents and photos (if required) must be attached. Any claim that is incomplete will be returned and will not be processed until all information and documentation has been received.
- Future Doors reserves the right to request the defective material be returned for visual inspection.

• **Replacement –**

- The guarantee offered by Future Doors is limited to the replacement and/or repair of the doors and does not include transportation, installation fees or service costs of any kind.
- Future Doors reserves the right to replace defective products with a comparable product. Product replacement is based on available colors and styles available at the time of claim.
- Replacement does not include all product due to color or model variance from the original order.

• **Ship-to Address –**

Future Doors Ltd.
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