

Home Center Outlet Fiberglass Door Warranty

Home Center Outlet's exterior fiberglass doors are covered under a limited 1-year warranty. This warranty ensures their product to be of good material and workmanship and to be free of defects at the time of shipment that would render them unfit for the purpose for which each door is recommended. Upon entrance to HCO warehouses, your door has been inspected for any defects in materials and workmanship.

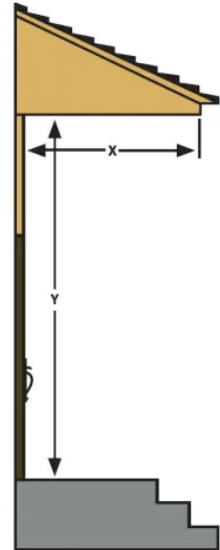
Should the warranted door be found to contain defects, the warrantor will fulfill the warranty at its full discretion. At the time of pick up, HCO associates will assist with the inspection of your door for any defects. Should the warranted door be found to contain defects once the door arrives at the installation site, HCO must be notified immediately and specifically before the door installed, altered, or treated in any manner. **No labor, installation, or refinishing expenses is covered by this warranty.**

The following are exceptions that may void the warranty or are not otherwise considered to be defects in material or workmanship:

1. Damage caused by failure to comply with the installation, finishing and maintenance instructions and recommendations by industry standards.
2. Damage caused by improper storage and handling, abuse abnormal and unreasonable use by the Customer or other parties beyond the control of HCO, to include but not limited to damages caused during shipping, handling, installation, replacement of genuine parts or components, unauthorized repairs, or any act(s) performed to the products not in compliance with HCO and industry recommendations and regulations.
3. Damage from harsh natural conditions, including but not limited to substantial exposure to sun, salt spray, lighting, windstorms, earthquakes, acts of God, and other severe environmental conditions including but not limited to harsh chemicals or solvents, such as acidic brick washes or stucco leach.
4. Broken or shattered glass, normal wear and tear of components, improper-maintenance, improper cleaning, improper caulking, and damage caused by pets or wild animals.
5. Bowing not exceeding ¼" in the plane of the door. This shall be determined by placing a straight edge on the bowed surface of the door and measuring the point of maximum distanced between the bottom of the straight edge and the surface of the door, accounting for panels and glazing recesses.
6. For unfinished products, failure to properly finish all door/sidelite/transom surfaces and/or jamb materials within 48 hours of the installation date.
7. Natural variations in color or texture of any wood grain surface shall not be considered a defect. When exposed to direct sunlight over long periods of time, discoloration may occur, but this will be within the accepted tolerances, effective on the date the product is manufactured. Non-uniform fading and/or color changes are natural occurrences if the exterior surfaces of the products are not equally exposed to the sun and other environmental conditions.
8. Natural conditions created during the manufacturing process used in making decorative glass panels such as bubbles, streaks and swirls in decorative glass shall not be considered a defect. Irregularity in glass that is not visible from farther than 6 feet shall not be considered defects.
9. Any damage caused by improper installation of a storm door or in the installation of a non-ventilating, full glass storm door shall void this warranty.
10. This warranty applies only to doors installed in owner occupied residential dwellings within the U.S., during the Customer's ownership, and is non-transferrable.
11. Repaired or replaced components are warranted on the same terms and only for the remainder of the original warranty period. Color and grain match are not guaranteed. HCO reserves the right to discontinue or change products or components. If a product or component is not available, HCO may select and/or provide a like product or component of equal quality and price.

12. Doors not shielded from the elements by adequate, required overhang will not be covered by any warranty.

- a. Adequate overhang is very critical to the life and performance of a wood stile and rail door. proper overhang will protect your door from the elements and extend the life of the door. In most climate conditions, the following formula can be used to determine the appropriate amount of overhang: $X = 1/2Y$ (where **X is the length of the overhang required, and Y is the distance from the bottom of the door to the base of the overhang.**) For example, if the measurement from the bottom of the door to the base of the overhang is 10 feet, then the required overhang is 5 feet.



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

Return Policy. Home Center Outlet stands behind the quality of everything we sell and hope you are pleased with your door. If for any reason you are unsatisfied with your purchase, we do offer a return for refund window of 14 days. Items will not be eligible for return if they have been installed, modified, or damaged in any way.

Return Policy Terms.

- All product(s) must be returned in their original condition. They must not have been or be installed, modified, or damaged in any way.
- The Purchaser(s) will be responsible for the costs associated with the return of the product(s); including but not limited to, removal, installation, transportation.
- The Purchaser(s) will assume liability for any damage incurred during the return transit.
- Custom-made products are not eligible for return or exchange.

Return Policy Exclusions. Iron doors that have been custom ordered and made to your exact specifications are not eligible for return or exchange under any circumstance. Iron doors that have been custom ordered are on an estimated lead time. Home Center Outlet will not be responsible for unforeseen delays in shipping and arrival due to circumstances outside of its control.

Lead Time. Any lead time given is estimated, never guaranteed. Home Center Outlet works with third party logistics providers and handcrafted products. Both are factors that do not allow us to guarantee an accurate delivery date.

Risk of Loss. All included items like the door, door frame with threshold, weather stripping, door sweeps and glass are verified to be with the product at the time of pick up and will not be covered by Home Center Outlet if lost. Home Center Outlet can provide replacements of the above parts if lost by the customer, but this may result in additional charge.

This warranty does not cover any failures due to accident, misuse, abuse, alteration, faulty building construction or exposure to the elements without proper finishing. This warranty does not cover failure due to improper handling, storage, installation, maintenance, or storage.

Leakage. For all iron door orders, customers will need to make sure there is adequate overhang. For details on how to determine how much overhang will be necessary for your door, see the Home Center Outlet Overhang Requirements

Informational. Even with an overhang, it is also recommended for the door to be installed by a professional to make sure that all waterproofing measures are taken correctly. All waterproofing and installation needs will be the customer's responsibility. Home Center Outlet will not be responsible for waterproofing and/or improper installation that leads to water penetration.

Clearance Doors: All items sold as "surplus" or "clearance" are sold as is with no warranty. Each door system has been inspected and determined to be fully functional and free of any mechanical defects before leaving out warehouse – all sales are final.

Limitation of Liability: In no event will Home Center Outlet be liable to clients or anyone else for any incidental, consequential, special, or indirect damage. This includes but is not limited to trading losses or damages, or lost profits that result from inconvenience or delay or loss of Home Center Outlet products. Since the limitation or exclusion of incidental or consequential damages is not allowed in certain states, the above-mentioned limitation of liability will not apply in particular jurisdictions or cases. In no event will Home Center Outlet be liable to the buyer or user for any damages, losses, or causes of action that exceed the amount paid by the user, if any.

Indemnity: The Purchaser agrees to indemnify and hold Home Center Outlet and its affiliates harmless from and against any and all liability, claims, losses, costs and expenses including but not limited to attorneys' fees that may arise from the Purchaser's violation or breach of these Terms and Conditions, arising from the Purchaser's violation of any third party's rights such as trademark, copyright, proprietary and privacy rights or regulation or ordinance. This indemnification and hold harmless obligation will survive the termination of these Terms and Conditions.

Inspection: Home Center Outlet takes extra precaution to inspect each product prior to item pickup. We take the extra step to make sure to allow the Purchaser to inspect the door at the time of pick up to catch any possible damages or defects before the product leaves Home Center Outlet warehouse(s). Home Center Outlet is not liable for any damages that occur during, upon, or after the door transportation to installation site.

Concealed Damage(s): When damage is discovered after the item has left Home Center Outlet warehouse(s), it should be reported to the Home Center Outlet team immediately & no later than 24 hours after the item's pickup. The eligibility for return or replacement will be left to Home Center Outlet's discretion.

For further information or assistance, please contact your local Home Center Outlet location at (770) 946-0020 or email the team at Info@HomeCenterOutlet.com.