



Effective November, 2005 to Current

JELD-WEN® Composite Garage Door Sections Warranty OUR WARRANTY TO YOU ...

JELD-WEN® Composite Garage Doors combine the beauty and resilience of wood and the durability of steel. This warranty is effective for all composite garage doors manufactured by us on or after June 1, 2004, for use in the United States and Canada. Any previous warranties will continue to apply to garage doors manufactured by us prior to this date. For additional information, including care and maintenance, installation and finishing instructions, contact us or refer to www.jeld-wen.com.

What This Warranty COVERS ...

We warrant that our composite garage doors will be free from defects in materials and workmanship for the periods described below.

Owner-Occupied Single-Family Residence:

We warrant your **Traditional Series** composite garage door **for as long as you own and occupy your home**.

We warrant your **Estate or Carriage House Series** composite garage door for **five** years from the date of initial purchase.

Commercial (Other than Owner-Occupied Single-Family Residence):

We warrant your **Traditional, Estate, or Carriage House** composite garage door for **five** years from the date of initial purchase.

How to Get Assistance...

If you discover a problem with your JELD-WEN Composite Garage Door, immediately contact the distributor or dealer from whom you purchased our product or contact us directly:

Mail: JELD-WEN Composite Garage Doors

c/o Warranty Claims

250 East 8th Street

Dubuque, IA 52001-7049

Fax: 563-557-9732

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 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 of receipt to the contact identified within three business days. We will investigate your claim and 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 a defect, we will repair the door or ship a replacement to the distributor or person making the claim in the same specification as the original sold to the distributor. If we are unable to provide replacement and repair is not practical or cannot be made timely, then we will refund the initial purchase price. This guarantee 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 composite door "sections" of the garage door system. We do **not** assemble the door "sections" **nor** do we provide parts or components (e.g. hinges, springs, tracks, operating mechanisms, glass, etc.). See your distributor or dealer regarding the warranty on the entire garage door system and on these other components.

We are not liable for:

- Normal wear and tear, problems due to misuse, 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, exposure to corrosive fumes, and acts of third parties outside of our control).
- Problems related to painting and/or staining.
- Structural integrity issues or problems caused by improper fitting of the hardware or sizing of the "sections."
- Hardware, inserts, or components that are not provided by us, such as hinges, springs, tracks, operating mechanisms, glass, etc.
- 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.
- 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.
- Minor visibility of center vertical seam on Traditional Series 16' and 18' door widths.

Important Legal Information

This Warranty sets forth our maximum liability for our 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 restrictions on transferability, then the warranty period is effective five years from the date of initial purchase.