

ARK Design Warranty

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

Who is covered by this warranty?

This limited warranty only applies to the customer who originally purchased the product. It does not extend to any subsequent owner or transferee of the product.

How to use this warranty?

To initiate a claim, please contact us via email at dooraftersale@gmail.com with detailed pictures illustrating your claim.

What does this limited warranty cover?

All hardware: We have strong confidence in all of our hardware and provide a 5-year warranty on all hardware (worn-out finishes are not included). If a warranty claim is confirmed, we will send a brand-new replacement hardware free of charge.

All doors: We offer a limited warranty of 6 month to cover defects in materials and workmanship. Please note that the warranty does not cover (a) improper use; (b) failure to follow the product instructions or perform any preventive maintenance; (c) modifications; (d) unauthorized repair; (e) normal wear and tear; or (f) external causes such as accidents, abuse, or other actions or events beyond our reasonable control.

Note: Please inspect your product carefully before installation. This limited warranty does not cover any costs associated with return shipping, installation, or de-installation. These costs include, but are not limited to, contractor or installer time, travel, or transportation of the product for any reason.