

INTERIOR DOOR WARRANTY

GraceSlide strives to offer the highest quality products, and we also try our best to satisfy each and every customer that orders from us with replacement parts or service as needed.

THE RESIDENTIAL WARRANTY IS GRANTED ONLY TO THE ORIGINAL PURCHASER OF THE PRODUCT AND THE FIRST OWNER OF THE RESIDENTIAL HOME WHERE THE PRODUCT WAS ORIGINALLY INSTALLED. THE MULTI-RESIDENT WARRANTY IS GRANTED ONLY TO OWNER OF THE HOME OR BUILDING IN WHICH THE PRODUCT HAS BEEN INSTALLED AT THE TIME OF INSTALLATION (AND ITS BUILDER AND CONTRACTOR).

GraceslidePrefinished Doors: Subject to the warranty exclusions listed below, Graceslidewarrants its factory applied finishes (paints and stains) against peeling, checking or cracking for one month from the date of shipment to the original purchaser. Primer coats are not considered a finish and are not warranted nor are any finishes warranted that are applied by other parties. Graceslidedoes not warrant that any particular finish will adhere to its primer coat.

THIS WARRANTY IS NOT TRANSFERABLE

WARRANTY EXCLUSIONS

1. Improper installation, storage, care, handling or finishing including, without limitation, a failure to follow the instructions set forth below or as posted on GraceSlide's website from time to time.
2. Failure to properly maintain the door such as by using harsh chemicals on the surface.
3. Damage caused by sunlight, water, or extremes of heat and/or humidity.
4. Doors that are stored or installed in buildings that have wet plaster or cement or where HVAC systems are not operating and balanced. (conditions 25%-55%RH and 50°F to 90°F [10°C – 32°C])
5. Any damage to a door installed in any exterior application.
6. Any issue due to improper alteration of the door by other parties (such as hinge preparation or lock bores).
7. Damage caused by exposure to acid, chemicals or fumes.
8. Locksets, hardware or other components of a door system that are not provided by GraceSlide.

HOW TO MAKE A CLAIM

If you detect a warranty issue, please promptly mailed to warranty@GraceSlide.com or emailed to our customer service and provide the following information:

1. Description of the door and a photo of the defect;
2. Proof of Sale if you bought the door and, each customer must provide record of their order such as the order number, or item receipt.
3. Detailed explanation of the defect;
4. Statement that the defect was not caused by any of the exceptions listed below:
 - Any finishes not factory applied by GraceSlide (primer coating is not a finish).
 - Variations in color or texture in any prefinished coating.
 - Normal wear and tear or natural weathering of surfaces.
 - Problems resulting from misuse and or abuse.
 - Slight expansion or contraction of door panels, jambs and slabs due to varying environmental conditions changes is considered normal and not a defect.

