

# WARRANTY FOR COMPOSITE/UPVC/ALI BIFOLD

**Subject to the terms and conditions as below, doors supplied by The Urban Door Company are warranted for the warranty periods set out below from the date of installation**

(Excludes third party components supplied by the Purchaser and fitted by The Urban Door Company, or fitted by the Purchaser or a third party after a purchase)

This Limited Warranty does **NOT** apply to any of the following:

1. When exposed to direct sunlight over long periods of time, discolouration may occur, but this will be within the accepted tolerances contained within GRS (Grey Scale Rating) 3-4 according to BS EN ISO 11341 for paints and varnishes.
2. A thermal deflection under 6mm. This condition is generally temporary and a natural movement between seasonal temperature variations.
3. As glass is a transparent material it is not always possible to provide an accurate portrayal of design/pattern /obscurity by digital media, should the Purchaser have any queries as to the exact specification they are requested to contact The Urban Door Company who will provide clarification samples etc. Should the Purchaser fail to contact The Urban Door Company re such clarification The Urban Door Company cannot accept any responsibility should the requested glass not be exactly as the Purchasers request in cosmetic appearance
4. Doors where third party closers and associated hardware are fixed in a manner that causes undue stress on the door. Handles and hinges should not be subject to stresses and operating forces beyond recommended levels as stipulated by the GGF (Glass and Glazing Federation) guidelines and British Standards Code of Practice
5. Any defect arising out of door alignment. These hinges are required to be self maintained on a regular basis. For the purpose of this clause Alignment is defined as those minor deviations that occur over time as a consequence of door slamming either by hand or wind action, subsidence of whatever cause, temperature variations or any other cause which may result in a slight deviation of the alignment of the door.
6. Damage caused by failure to comply with maintenance recommendations.
7. Damage due to improper or incorrect installation (if not fitted by The Urban Door Company).
8. If a door has been modified, altered or repaired by the Purchaser or the structural strength has been impaired, including cutting and altering of the door, excessive trimming of doors to size, in fitting of the door and application of hardware.
9. Damage caused by others beyond The Urban Door Company's control caused by, but not limited to, neglect, use of excessive force, misuse, impact, abuse, accident, mishandling, fire, flood, storm, building subsidence or other acts of nature.



## **WARRANTY PERIODS**

- Frame, Door leaf and manufacture – 10 years
- Glass units – 5 years
- Installation workmanship when carried out by The Urban Door Company – 5 years
- Furniture (inc. handles, door knockers and letter plates) - 1 year guarantee, but are manufactured to the highest standard and designed to last for years with proper care.

## **a. GENERAL CONDITIONS**

The Urban Door Company will not assume responsibility for doors, which became defective because of failure to follow these recommendations or for hazards of shipment or storage, after doors leave the control of The Urban Door Company. Doors must be inspected upon arrival for visible defects and all claims based thereon must be filed immediately.

This Limited Warranty does not guarantee safety for persons or property, nor make a premises impact proof. This Limited Warranty does not cover damage attributable to or caused by acts of God that include, but are not limited to stresses, high winds, floods, fire and other conditions.

The Urban Door Company shall not be liable for loss or damage suffered by reason of use of the product after the Purchaser becomes aware of a defect or after circumstances which would reasonably have indicated to the Purchaser the existence of a defect.

The Urban Door Company may within 15 days of receiving a written notification inspect the product and the Purchaser shall take all steps necessary to enable them to do so. Should inspection result in the conclusion that the defect / damage is a consequence of user misuse i.e physical damage forced locking mechanism etc The Urban Door Company may at its discretion and where applicable/possible rectify the defect but will reserve the right to recover its costs in respect of the visit and repair by invoicing the Purchaser in respect of such cost.

The Urban Door Company agrees to repair or replace at its option, and in the form as originally supplied, doors found to be defective within the meaning of this warranty. Any such defects must be brought to the attention of The Urban Door Company promptly when discovered.

No representation is made nor warranty given by The Urban Door Company as to the suitability or fitness of the products for any particular purpose, and the Purchaser shall be responsible for ascertaining whether the products are suitable or fit for the Purchaser's purpose, and The Urban Door Company shall be under no liability for any loss damage expense or liability incurred by the Purchaser or any third party as a result of the products not being suitable for a particular use.

## **b. WARRANTY HOLDER'S EXCLUSIVE REMEDY**

If any defect is determined by The Urban Door Company to exist in any of our products, the Purchaser's sole and exclusive remedy and The Urban Door Company's sole liability is to either (as The Urban Door Company elects): a) repair the defective component thereof; b) provide replacement component(s) or a replacement product; or c) refund the original purchase price of the product. Repaired or replaced product or components are warranted



only on the same terms and for the remainder of the Warranty Period. The Urban Door Company reserves the right to discontinue or change any product. If the product or component that is the subject of the warranty claim is not available, The Urban Door Company may select and provide a replacement product or component of approximately equal quality and price.

### **C. LIMITATION OF LIABILITY**

In no event will The Urban Door Company's liability for any claim related to or arising out of the design, use, operation or performance of a product exceed the lesser of the purchase price paid for the product or the defective component thereof, and in no event will it include damages for incidental, consequential, indirect, special, or punitive damages including, but not limited to, damage of any kind to a premises, loss of product uses, temporary/permanent relocation of the residents or property, loss of profit/revenue, interest, lost goodwill, work stoppage, impairment of other goods or work, increased operating expenses, personal injury, death or emotional distress, or claims of third parties for such damages, whether based on contract, warranty, tort (including, but not limited to, strict liability or negligence or otherwise), even if advised of the possibility of such damages.

### **d. CLAIMS**

Claims must be initiated during the Warranty Period and reported in writing within 14 days of discovery. To initiate a claim, please submit in writing the name of the owner, date of product purchased, and a detailed explanation of the defect. Claims should be submitted to The Urban Door Company, 1 Alma Link, Billerica, MA 01821. Claimant may be required to provide proof of premises ownership.



# CARE AND MAINTENANCE OF THE URBAN DOOR COMPANY'S DOORS

Our doors are manufactured using the highest quality materials, hardware and accessories. Each door is designed to look great and function well with little maintenance for the lifespan of the door.

## NOTES ON MAINTAINING YOUR DOOR

To keep your door looking at its best simply wipe down the door with a soft, damp, lint free cloth using mild, warm soapy water.

Cleaning the threshold on the bottom part of the door with a damp cloth is required every 6 months to remove any dust and mud.

The working parts of the locking mechanism and hinges require oiling at least annually to ensure they continue to function properly for many years. Failure to do so could result in faster wearing due to friction from a lack of lubrication. Do not spray oil into the key hole.

You should also help to keep your door furniture looking fantastic by polishing the handle and letter plate with a regular furniture polish or similar once a month.

## OTHER NOTES REGARDING STORAGE AND FITTING

If The Urban Door Company is not fitting your door, store your door in a cool and dry area and keep it flat against a wall. Please make sure it is well fastened as it is very heavy. Otherwise you should lay the door on a completely flat surface.

Please read in conjunction with our terms and conditions.

Whenever the door is closed (even if you are in) it is essential to ALWAYS fully engage the bolts by double locking or at least lifting the handle (or turning the key on the key wind lock) as this helps restrict door movement.