SERIES 500 WARRANTY

The Series 500 door system by EXPI-DOOR® Systems Inc. carries a **six year warranty** for defective product or workmanship on door leaf and frame, provided it is not a result of negligence, caused by damage while in transit, improper installation, or other damage caused by second parties, The six years will commence from the date of original shipment from EXPI-DOOR®. Defective or damaged products must be returned to EXPI-DOOR® to receive credit or replacement unless otherwise instructed. If a product is not returned as required, no credit or replacement will be issued, except when special instructions are given for disposition of defective products or material.

Certain hardware components have longer warranties.

When returning product, documentation is required to identify the returned product with customer name, order number, or our invoice number, etc. A copy of the original packing slip is the best document to send. No credit or replacement can be issued if proper documentation cannot be completed.

EXPI-DOOR® will issue an invoice for the price of the replacement component or will replace the component at no charge, depending upon the agreement between EXPIDOOR ® and the purchaser of the product. It is imperative that an EXPI-DOOR® representative and the purchaser together agree on the best course of action before this determination has been made. Do not replace the product with another from a different provider as this may cause the warranty to not be applicable.

Steps to take in the event of a Warranty claim:

1. Contact EXPI-DOOR®. Provide a brief description of the problem and documentation of product purchase available.
2. Agree on a course of action with the EXPI-DOOR® representative – either product replacement or credit
3. Return defective product to EXPI-DOOR® per EXPI-DOOR's instructions.
4. After receiving the product and undergoing a thorough review to confirm defect, EXPI-DOOR® will issue credit.
5. In the event that a replacement product is required prior to being able to return the defective product, EXPI-DOOR® will send out a replacement and bill the customer. Once the old product has been confirmed defective, EXPI-DOOR® will credit the full amount for the new replacement product.
6. In the event the product is not considered defective, customer will be contacted and a course of remedy will be agreed upon.