



Limited Warranty Terms and Conditions

The Folding Sliding Door Company LLC warrants to the original Purchaser that all of its products shall be free from defects in material or workmanship which would render the product unserviceable or unfit for the ordinary recommended use for the periods specified below. This warranty applies to the products normal use, subject to the conditions, exclusions and limitations expressed herein.

Structural Integrity of Aluminium Doors

The powder coated aluminium panels and framing members shall be free from defects in material or workmanship and maintain their structural integrity and form for a period of ten (10) years following delivery.

Structural Integrity of Timber Doors

Both Factory Painted/Non Factory Painted timber panels and framing members shall be free from defects in workmanship and maintain their structural integrity and form for a period of one (1) year following delivery. **Clear finished products are excluded.** Non Factory Painted Timber Doors must be treated and coated within 7 days of delivery.

If a warped panel or frame is reported, the replacement or repairing of the part may be postponed for one (1) year from the date it was reported. Humidity and environmental conditions can naturally cause doors and frames to temporarily warp.

Glass

Insulated Glass - The Folding Sliding Door Company LLC warrants that the sealed glass component of insulated glass shall be free of defects resulting in material obstruction of vision or film formation caused by dust or moisture on the internal surface of a sealed unit for a period of ten (10) years following delivery.

Impact Glass - The Folding Sliding Door Company LLC warrants for a period of five years (5) years from delivery under normal conditions of use, that the products shall be free of defects resulting in material edge separation or obstruction of vision from delaminating.

In the event that a replacement glass unit is required, The Folding Sliding Door Company LLC will ship the replacement glass unit to the original delivery location.

Hardware

The Folding Sliding Doors LLC warrants that for a period of ten (10) years following delivery that the mechanical operation of hardware components will be free from mechanical defect (**installation excluded**). Weather Stripping is warranted for one (1) year.

For products installed within three (3) miles of bodies of salt water the warranty period is one (1) year. This is extended to three (3) years on stainless steel hardware. **Coatings on movable or handled hardware are not covered under this warranty.** The Coatings on movable or handle hardware should also be cleaned with soap and water at least every 2-3 months to reduce the risk of salt build up. **Proper maintenance procedure is described in the Installation and Maintenance leaflet provided with the product.**

Paint Finish

Factory sprayed wood finish – Folding Sliding Doors LLC warrants that for a period of one (1) year following delivery that the finish will not peel, crack or blister. Maintenance of factory sprayed wood finishes must follow Folding Sliding Doors LLC maintenance procedure of regularly washing the profile with warm soapy water. **Clear finished products are excluded. Proper maintenance procedure is described in the Installation and Maintenance leaflet provided with the product.**

Powder coated paint finishes – Folding Sliding Doors LLC warrants that for a period of ten (10) years following delivery that the paint finish will not peel, crack or blister. For products installed within three (3) miles of bodies of salt water, the warranty period is three (3) years.

Note that as powder coat is a commercial finish, it is typical for powder coated finishes to have an orange peel appearance, speckles, bubbles, craters, pinholes and processing marks that occur during manufacturing. **These are not considered defects or covered under the warranty unless they are visible from ten (10) feet. Maintenance of powder coated finishes must follow Folding Sliding Doors LLC maintenance procedure, which is described in the Installation and Maintenance leaflet provided with the product, and includes regularly washing the profile with warm soapy water.**

Anodized finishes - Folding Sliding Doors LLC will warrant the anodized finish against cracking, crazing, flaking or blistering for one (1) year from date of delivery. **Note that it is typical for anodized finishes to have color variation and dye and processing marks that occur during manufacturing -- These are not considered defects or covered under the warranty. Maintenance of anodized finishes must follow Folding Sliding Doors LLC maintenance procedure of regularly washing the profile with warm soapy water, which is described in the Installation and Maintenance leaflet provided with the product.**

Exported Folding Sliding Doors.

For products that are exported and used outside the United States, the warranty is limited to one (1) year on all products as long as proper maintenance is followed, which is identified in the Installation and Maintenance leaflet provided with the product.

Warranty Conditions, Exclusions and Limitations.

This warranty is limited to defects in materials and workmanship and expressly excludes damage or defects caused by or arising from: Improper installation or installation in an opening that has not been prepared correctly; Damages resulting from improper installation; Incorrectly installed water proofing and drainage or omission of; Improper storage; Inadequate maintenance; Improper product use; Failure to follow any maintenance instructions; Highly corrosive environments, including but not limited to brick wash, contact with concrete or any other building chemicals and spray from the sea; Damage caused by fire, accident, floods, acts of god including but not limited to earthquakes and hurricanes; Terrorism; Vandalism; Building settlement or structure failures or any other occurrences beyond the Folding Sliding Doors LLC's control; Structural integrity issues - resulting from the header sagging, moving or the wrong size, or any issues from the design of the building and its construction; Normal weathering, expansion and contraction due to environmental circumstances and exterior deterioration of timber; Natural variations in the color or texture of wood components; Imperfections such as scratches or reflected distortions caused by the tempering or heat strengthening process; Imperfections in the glass not detected from within ten (10) feet from the glass as per the guidelines that have been established by federal standard such as the ASTM or minor differences in glass color; Broken glass, including accidents that may result from impact or wind pressure; Any breakdown of a unit consequential to contact with a finishing product or with any films that are applied.

Third Party Products

Products that may be purchased through, but not manufactured by The Folding Sliding Door Company LLC, are not covered under this warranty.

General Terms

All defective parts must be returned to Folding Sliding Doors LLC at the following location:

240 Springview Commerce Drive, Bldg 1, Debarry, FL 32713 to the Attention of Customer Services.

Folding Sliding Doors LLC reserves the right to charge for replacement parts by way of a deposit until the defective parts are received. Folding Sliding Door Company LLC will reimburse the deposit payment in the event of receipt of the defective part and inspection determines the warranty is valid.

The Folding Sliding Door Company LLC's liability under this warranty is limited to repair, replacement or refund determined by The Folding Sliding Door Company LLC in its sole discretion and does not include removal or installation of replacements, or any costs involved. The warranty does not cover the delays or loss of time within the construction due to damaged or missing parts. Replacement parts provided will be the closest equivalent

product available. The Folding Sliding Door Company LLC may choose to send out the glass unit without the sash, and are not liable for any removal or installation costs involved. **The warranty will not be extended by supplying replacement parts.**

The product should be installed by a professional. It is the responsibility of the Purchaser to determine if the doors are fit for its/his/her intended purpose, including and not limited to providing correct measurements for the custom size of the product, obtaining permits required within the jurisdictional area of installation, and where and how the doors are situated at the installation location.

FOR THIS WARRANTY TO TAKE EFFECT, THE PURCHASER MUST, WITHIN 30 DAYS OF INSTALLATION, COMPLETE AND RETURN THE INSTALLATION INSPECTION SHEET AND REGISTRATION FORM, TOGETHER WITH SEVERAL PHOTOGRAPHS OF THE INSTALLED PRODUCT. The Folding Sliding Door Company reserves the right to request additional photographs to properly document the installation.

The Folding Sliding Door Company LLC also reserves the right to use any photographs supplied for either training or advertising purposes. However, receipt of photographs does not represent an inspection of the doors and cannot authenticate the quality of the installation.

Further, The Folding Sliding Door Company LLC reserves the right to discontinue or change the design and specification of any product it manufactures. Should the component of the window/door originally installed not be available, it shall have the right to substitute such part determined by The Folding Sliding Door Company LLC to be of equal quality and performance.

This warranty is fully transferable should the property be sold, providing that Folding Sliding Doors LLC is informed, in writing, by the original Purchaser and the new owner registers the warranty.

CLAIMS PROCEDURE

TO MAKE A CLAIM UNDER THIS WARRANTY, THE BUYER SHOULD CONTACT THE SELLER FROM WHOM THE PRODUCT WAS PURCHASED WITHIN TWENTY EIGHT (28) DAYS AFTER THE DISCOVERY OF THE DEFECT AND WITHIN THE WARRANTY PERIOD. FAILURE TO REPORT THE DEFECT WILL NULL AND VOID ANY WARRANTIES STATED HEREIN. The claimant will provide the seller with (i) a full description of the defect, (ii) photographs of the defective part, (iii) the defective part for replacement.

If the buyer has not received a satisfactory response from the seller, you must then notify: *The Folding Sliding Doors LLC, Customer Service Department, 240 Springview Commerce Drive, Building 1, Debary, FL 32713.* The claim should identify the invoice number, product type, date product was installed, and the defect.

The Folding Sliding Doors LLC may charge a fee for on site product inspections; However, this is totally refundable if the product is deemed to contain a defect covered by this warranty.

General Provisions

THERE ARE NO OTHER WARRANTIES EXCEPT AS STATED HEREIN, ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF WARRANTY COVERAGE OF THESE EXPRESS WRITTEN WARRANTIES. FOLDING SLIDING DOORS LLC DISCLAIMS ALL STATUTORY AND IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS, TO THE EXTENT PERMITTED BY LAW.

FOLDING SLIDING DOORS LLC IS NOT RESPONSIBLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGE, LOSS OR INJURY TO PERSONS OR PROPERTY. THIS WARRANTY DOES NOT CONFER ANY RIGHTS OTHER THAN THOSE EXPRESSLY SET OUT ABOVE AND DOES NOT COVER ANY CLAIMS FOR CONSEQUENTIAL LOSS OR DAMAGE. THE ABSOLUTE LIMIT OF OUR LIABILITY IS THE PRODUCT PURCHASE PRICE FROM THE FOLDING SLIDING DOOR COMPANY LLC.

Some states/provinces do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of special, incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives the consumer specific legal rights. You may also have other rights, which vary, from state/province to state/province. NO DISTRIBUTOR OR REPRESENTATIVE OF THE FOLDING SLIDING DOORS LLC HAS THE AUTHORITY TO CHANGE OR MODIFY THIS WARRANTY IN ANY RESPECT, EITHER ORALLY OR IN WRITING.