



IRON DOOR WARRANTY

I. WARRANTY INFORMATION

Dallas Door Designs warrants its iron doors to be free from defect in workmanship for a period of 5 years from the date of sale to the user. The warranty also covers the iron door finish and the glass panels, please see details below. Dallas Door Designs will repair any defective product or part at our sole discretion excluding user damage and outside of regular standard use of product. Warranty covers cost of materials, but the labor involved in replacing will be subject to charge depending on the work involved.

All doors are guaranteed to be built to the specifications approved by the purchaser, their installer/builder, or individual providing Dallas Door Designs with measurements, for the door purchased for will call/delivery, to be installed by an unrelated third party.

a. **STRUCTURAL**

Dallas Door Designs manufactures iron doors of the highest quality steel in 16 gauge thickness. Our doors and frames are warrantied against any structural issues regarding the construction of the door and overall stability. This warranty to protect against any structural defects is valid for 5 years.

b. **GLASS**

Dallas Door Designs provides high quality glass that is double-paned tempered & insulated for all exterior iron door units. Low-E (energy efficient glass) is not mandatory and is not standard with every purchase, but the purchaser is responsible for requesting special glass when necessary. Glass seal is only covered if noted before installation as seal can be broken by pressure washing or slamming of door after installation. Warranty against glass seal failure is 5 years.

c. **PAINT**

All products by Dallas Door Designs are considered "one of a kind" and may contain reasonable variations in color from any samples presented, or color variances when purchasing multiple doors will not be considered a defect covered by this warranty. Dallas Door Designs paint finishes will naturally age relative to exposure to natural elements and is therefore not covered by any warranty either implied or expressed. Due to frequency of use, in time, the finish may rub off in certain places. This however, for purpose of warranty is not considered a defect but a natural process that, over time, enhances the overall appearance

and beauty of the metal. Dallas Door Designs is responsible for any paint issues such as bubbling or cracking for 1 year warranty. This warranty is still subject to meet certain restrictions such as having the necessary overhang (overhang extension outward from the building must be at least half of the height at which it extends off the door). If the paint damage is due to misuse or abuse (whether accidental or not) this warranty will be void.

d. LOCK-SETS & HARDWARE

Dallas Door Designs does not limit customers to a particular lock-set or brand. Customers are allowed, and encouraged, to do research of their own regarding hardware brands and products offered. Issues with lock-sets are not covered under warranty by Dallas Door Designs, but many hardware companies offer life time warranty on their products. If there is an issue with a lock-set Dallas Door Designs can assess the issue and replace the lock if necessary, but the service call is subject to charge. If a customer requests to re-use old hardware, we cannot guarantee the old hardware is functioning as it should or as new hardware would; therefore, if there are issues with old hardware and the hardware needs to be replaced that cost is to be incurred by the customer.

e. INSTALLATION

Dallas Door Designs is responsible for carefully removing the existing door unit and fully installing the new door unit. In doing so, there can be unforeseen circumstances that arise due to the construction of the house that are not related to the new door itself. i.e. brick or stone issues, concrete issues, wood rot or termites in the framing, old sheetrock or plaster that falls off, etc – these are issues that are not covered by our regular installation charge if they require additional work, and will be charged accordingly if we are asked to resolve the problem.

f. POST INSTALLATION

Dallas Door Designs will only be responsible for adjusting a door that has shifted out of position within 30 days after the installation. Any other movement that occurs due to natural settling of the house or shifts in foundation that require adjustment, will be treated as a regular service call and will incur a charge based on the labor needed to repair.

This warranty is strictly limited to the repair or replacement of the product, if deemed defective from manufacturing, or if our installers are responsible for any damages. Otherwise, Dallas Door Designs assumes no other liability.

All iron door products exposed to below freezing climates may sweat on the interior of the door. This is not considered to be a defect with the door and will not harm the door. The door is well-insulated, but only thermally-broken iron prevents that from happening.

This warranty is not transferable.

II. EXCLUSIONS and LIMITATIONS on WARRANTY

This warranty does not cover products not manufactured by Dallas Door Designs such as alarms, doorbells, locksets, and deadbolts. Warranty falls under responsibility of the hardware manufacturer. We will be happy to assist you with obtaining the necessary parts, but labor and installation are not covered.

Warranty does not cover regular wear & tear of weatherstripping, thresholds, and door sweeps as these are not related to regular door construction.

Dallas Door Designs is not responsible for product failure due to improper installation by an unrelated third party. Water infiltration can occur to doors that are not well protected and exposed to extreme climate, and could also result from improper installation or weatherstrip failure.

Damages caused by accident, misuse/abuse, or improper installation (by an unrelated party) are not covered under this warranty. This warranty does not cover damage caused by paint, acid, and/or other chemicals, as well as any tape and/or any other adhesive type of product that is put directly onto the door and jamb, causing it to ruin the finish.

Paint touch-up is not considered an imperfection and could be needed as a result of shipping & handling. Our doors are shipped well-wrapped in foam, corrugated cardboard, and shrink-wrap, to protect from moisture.

Warranty is void if the door is stored in a wet area by the purchaser, because this will cause blistering of paint due to water damage.

Warranty may be void if the door does not have an adequate overhang. At the very minimum, an adequate overhang is one that projects a distance from the structure, equal to one-half its height, at the point which is farthest from the door. (i.e., if the porch roof is 10ft high, the overhang must extend out 5ft from the wall, to meet warranty standards.)

Dallas Door Designs does not guarantee the doors to fulfill requirements of local building codes, as codes vary from city to city, so purchaser should be aware of their own local codes before ordering.

All items on "Sale" are sold as is, with no warranty - all sales are final.

III. MAINTENANCE SUGGESTIONS

Sun and weather can be extremely detrimental to any material that is constantly exposed to water, heat, and light, as well as pollen and bugs that can get baked on the surface by the sun.

Simply use a wet rag to keep a clean-looking door and prevent it from damage.

To remove water stains from your door, you may also use mixture of equal parts water & white vinegar in a spray bottle, to wipe it clean.

If the finish on your door chips, the area must be sealed and protected again. Please contact Dallas Door Designs if this happens, because any exposed metal that does not have paint, can and will, rust.

By signing below, I confirm that I have ready the warranty information above and agree to all terms listed above by Dallas Door Designs.