

Our Warranty to you...

GlassCraft's Buffalo Forge Steel prehung doors and entryways are designed to create lasting value and beauty for your home, and this warranty is effective for all Buffalo Forge door systems (the "product") sold by GlassCraft on or after January 1, 2011 for use in the United States. Any previous warranties will continue to apply to door products manufactured by us prior to this date. For additional information, including care and maintenance and installation instructions, or to report a warranty claim, see your dealer or refer to www.glasscraft.com.



Subject to the conditions and exclusions stated below, GlassCraft Door Company, ("GlassCraft") warrants that each Buffalo Forge Steel Door product will be free from defects in material and workmanship which would render the product unfit for normal and recommended use and service when installed in the continental USA. GlassCraft warrants this product only to the first purchaser of this product for purposes other than resale, or to the original purchaser of the residence into which such door is installed. This warranty covers only defects which become evident during the periods outlined below, provided that the owner gives written notice of such defects to GlassCraft Door Company, 2002 Brittmoore, Houston, Texas 77043, within the applicable time period. This warranty constitutes the sole and exclusive warranty offered by GlassCraft Door Company: it is not transferable, and no dealer, distributor, or representative of GlassCraft has the authority to modify or expand this warranty.

Buffalo Forge Door and Entry Components and Glass Panels

GlassCraft Door Company offers a limited warranty for five (5) years for custom and standard Buffalo Forge Steel doors and entryways from date of first purchase from GlassCraft of the product. And your insulated glass panel, for a period of 5 years from the date of first purchase from GlassCraft, is warranted against any material obstruction of vision through the panel due to the accumulation of dust, moisture, or film on the internal surface of the glass caused by failure of the panel's edge seal due to defects in material or workmanship, under normal conditions. This warranty assuring that each such product, for this period, is of good material and workmanship and free from defects that would render the door unserviceable or unfit for the ordinary, recommended use. This warranty shall be void if the door has not been stored, installed, and maintained in a good and workmanlike manner. The following shall not be considered defects in material or workmanship, and are not covered by this warranty:

1. The physical appearance of the product.
2. Damage caused beyond the control of GlassCraft, including but not limited to damage caused by misuse, abuse, accident, or mishandling, or by fire, flood, earthquake, storm, tornado, or other acts of nature. In addition, water penetration due to pressurized water application from a water hose or sprinkler systems is not covered.
3. Damage caused by improper or incorrect installation of the door or entry, or improper or incorrect installation of the lock or lock hardware into the product.
4. Damage caused by failure to perform normal homeowner maintenance, or by attempts other than by GlassCraft to repair the product.
5. Rust or metal deterioration of any part of the product.
6. Any and all damages resulting from exposure due to installation in an unprotected opening, such as an installation without sufficient roof overhang protection, which causes the door to be exposed to an unusual amount of precipitation. Sufficient roof overhang depends upon the specific installation and weather patterns in the area of the installation, but typically means an overhang over the door or entry extending outwards from the entry or door for a distance of not less than one-half of the height elevation measured from the bottom of the door to the bottom of the overhang at the point that the overhang is furthest from the door or entry.
7. Leakage around the interior glass door frame.
8. Glass breakage and physical appearance of a glass panel is not covered by this warranty.
9. Damage resulting from window film, shades, blinds, a storm door, or any foreign materials that are used on or near the surface of the product.

Claims Procedure and Limit on Remedies

All warranty claims must be presented as outlined above, within the warranty period. We will not honor warranty claims made prior to payment in full for the warranted product. Upon validation by GlassCraft of any warranty claim, we will (at our option):

- 1) Provide a replacement at no cost to the customer, and return it to the customer, FOB GlassCraft in Houston, Tx., or

- 2) Refund the purchase price paid for the product by the original purchaser of the product from GlassCraft Door Company, or
- 3) Provide a replacement at a cost of 25% of the current list price of the product, and return the product to the customer, FOB GlassCraft in Houston, Texas, or
- 4) In the event that the factory-applied prefinish be proven defective, GlassCraft can choose to refinish the door or entry, or refund up to \$100 to the homeowner.

We reserve the right to inspect any product that is alleged to be defective. GlassCraft may require that the purchaser return the product to GlassCraft in Houston for inspection. Or we may choose to send a company or field representative to inspect the product in the field, in which case we must be given at least a thirty-day opportunity to do so. All freight costs to and from GlassCraft for a warranty claim are the responsibility of the purchaser.

THIS CONSTITUTES THE PURCHASER'S SOLE AND EXCLUSIVE REMEDY UNDER ANY CLAIM OR THEORY OF LIABILITY. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, ARE EXCLUDED. GLASSCRAFT SHALL NOT BE LIABLE FOR CONSEQUENTIAL, INDIRECT, OR INCIDENTAL DAMAGES OF ANY NATURE INCLUDING, WITHOUT LIMITATION, LABOR COST OF ANY KIND ARISING FROM OR IN CONNECTION WITH AN ALLEGED BREACH OF ANY WARRANTY OR NEGLIGENCE ON THE PART OF GLASSCRAFT DOOR COMPANY. IN NO EVENT SHALL GLASSCRAFT PAY FOR THE COST OF LABOR, INSTALLATION, REMOVAL, DISPOSAL, OR FINISHING OF A REPLACEMENT OR ORIGINAL DOOR OR GLASS PANEL OR FOR ANY OTHER COST RELATING THE REPLACEMENT OF A DOOR OR GLASS PANEL, ALL OF WHICH SHALL BE THE SOLE RESPONSIBILITY OF THE PERSON MAKING THE WARRANTY CLAIM.

This warranty is effective for Buffalo Forge Steel products sold after January 1, 2011.

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