



OFFICE		CUSTOMER LINES	
Telephone	(705) 722-7283	Telephone	1-800-461-5411
Facsimile	(705) 722-1124	Facsimile	1-888-484-4211

## DOORSMITH® 10 YEAR WORKMANSHIP AND WARRANTY

Doorsmith® warrants to the original consumer purchaser that our unfinished, primed Exterior Doors and Interior Doors will be free from defects in material and workmanship under normal use for a period of ten (10) years from date of purchase.

Doorsmith® warrants to the original purchaser that our Painted Exterior Door systems will be free from Defects in the paint under normal use for a period of **five (5)** years from date of purchase. Doorsmith® warrants that the paint will not crack, peel or blister, that any fade will be even and not be detrimental to the appearance of the building and that any fade will be within 5(delta)E of the original customer specification.

Doorsmith® warrants to the original purchaser that our Stained Exterior Door systems will be free from Defects in the stain under normal use for a period of **five (5)** years from date of purchase. Doorsmith® warrants that the stain will not crack, peel or blister. In order to maintain warranty coverage, the Stain topcoat must be re-applied annually.

Doorsmith® may elect to replace any defective Doorsmith® product covered by our Warranty. Any other door or accessory distributed by Can-Save that are not Doorsmith® proprietary product, the warranty will default to original manufacturer's warranty coverage. Warranty policies of Doorsmith® vendors for doors are available on our website and available on request.

Doorsmith® will not provide after-market SERVICE or INSTALLATION of any door or accessory. If Doorsmith® is liable under the warranty claim, they will arrange replacement ONLY of the part required due to defective workmanship and will not be responsible for SERVICE or INSTALLATION of the replacement part.

If a warranted product is no longer available, the manufacturer, at its absolute discretion, may replace the warranted product with a substituted item which would be as close as possible in dimension / function and colour. The manufacturer however, cannot guarantee that the replacement item will be exactly the same in all aspects when compared with the original item.

## EXCLUSIONS

This warranty does not apply in relation to any damage to the warranted products caused by any of the following;

- Improper installation or service of the doors and related accessories
- wear and tear suffered through normal use (including scratches and cuts) or damage caused by impacts or accidents;
- insufficient or improper care;

- Discolouration or damage caused by exposure to intensive or excessive light including ultra violet light, moisture or heat;
- alterations, modifications or use of the Warranted Products which is beyond or inconsistent with the supplied product instructions and which has not been authorized by Doorsmith®; OR
- The natural aging or darkening of wood color, the inherent growth characteristics of, or variation in wood. (We believe this is the beauty of nature and not a defect. Every attempt has been made to ensure that the colours of the door finishes in the Doorsmith® website are as close to the actual finishes as provided by the paint / stain chips.

## **HOW DO YOU MAKE A WARRANTY CLAIM?**

To obtain replacement under the limited warranty, first contact your authorized Doorsmith® dealer or distributor. If the dealer / distributor are not available, feel free to submit the required information to Doorsmith®.

We can respond quickly and efficiently if you provide the following: a) date and location of the purchase (most helpful would be original bill of sale showing invoice number / sales order number), b) how and the best time to contact you and c) a description of the issue and the product (photographs are most helpful). You can download the warranty form, as supplied, which will help document the apparent problem and expedite the warranty process.

You can contact us as follows:

VIA E-MAIL: [warranties@Doorsmith.ca](mailto:warranties@Doorsmith.ca)

VIA FAX: 1-800-668-6886 OR

VIA PHONE: 1-800-461-5411

## **WHAT WILL WE DO?**

Upon receiving your notification, we will send out an acknowledgement within 24 hours to the contact to which you have provided. We will investigate your claim and begin to take action within 30 days after receipt of notification. If your claim is accepted and we chose to replace the product or a component of the product, the replacement of the component / product will provided in the same specification of the product. If your claim is accepted and no replacement is requested but rather a mutually-agreed upon discount is accepted in lieu of the replacement, the credit will be processed within 30 days of the date the agreement was reached, keeping in mind that the credit will not exceed the purchase value of the replacement / component. If your claim is denied, a Doorsmith® representative will respond to you with the reasons for the denial of the claim.



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## IMPORTANT LEGAL INFORMATION

Doorsmith® will not, under any circumstances, be liable for indirect, special or consequential loss or damages (such as service costs, installation costs, loss of use, inconvenience, loss or damage to personal property). In no event shall the Doorsmith® liability, under this warranty for a warranted product, exceed the purchase price of that warranted product or its replacement. Doorsmith®'s goods come with guarantees that cannot be excluded under the Canadian Consumer Law. You are entitled to a replacement for a major failure. You are also entitled to have the goods replaced if the goods fail to be of acceptable quality. The warranty is personal to the original purchaser of the warranted products and may not be assigned or transferred, including to any subsequent purchaser of the property upon which the warranted products are installed. Doorsmith® reserves the right have any alleged faulty product inspected by an authorized Doorsmith® representative prior to any claim being processed. If the inspection reveals that this warranty does not apply, than the warranty claim will become null and void.