Global Care | Exterior Door 10-Year Warranty

1. Definitions

In this warranty:

- **"Product"** means a Global steel or fibreglass exterior door system and related components sold under this warranty (including door slab and lite kit).
- **"Original Purchaser"** means the original retail consumer or builder purchaser, and the original resident of the building where the Product is installed.
- **"Original Purchase Price"** means the purchase price paid for the Product itself, excluding any third-party costs (unless otherwise required by law).
- **"Factory Authorized Technician"** means a service provider authorized by Global to perform warranty service.

2. Requesting Service

All warranty service requests must be initiated through the Global dealer/retailer where the Product was purchased. In most cases, a representative of the dealer/retailer will visit the home to confirm the issue and submit a service request to Global.

Upon receipt of a service request, Global will assess whether: (a) the request is valid, (b) the issue is covered by warranty, and (c) the Product is registered under the warranty program.

When appropriate, labor cost estimates will be calculated and communicated prior to scheduling a service call. Once approved and scheduled, the work order will be assigned to a technician to perform the required work.

3. General Product Coverage

Subject to the limitations and conditions set out in this document, Global warrants that the Product will be free from manufacturing defects in materials and workmanship for a period of ten (10) years from the original date of shipment.

Labor to perform warranty service by a Factory Authorized Technician is covered for a period of one (1) year from the original date of shipment.

4. Factory-Applied Paint or Stain Finish

Global warrants that, for a period of ten (10) years from the date of original purchase by the Original Purchaser, a factory-applied paint or stain finish will not peel, crack, blister, or fade excessively because of defects in manufacturing or materials.

This finish warranty is granted only to the Original Purchaser. Installation of a storm door voids the warranty of a factory-applied paint or stain finish.

5. Owner Responsibilities and Required Maintenance

To maintain warranty coverage, the following requirements apply:

- For non-factory-finished fibreglass slabs and primed steel slabs: paint or stain all six (6) sides of the slab within forty-five (45) days of installation.
- Repainting and/or re-staining every 3–5 years may be required depending on weather exposure.
- Wood frames must be painted within forty-five (45) days of installation.
- Normal wear, routine cleaning, and reasonable ongoing maintenance are the responsibility of the owner.

6. Limitations, Exclusions, and Conditions That Void Coverage

This warranty does not cover, and/or will be null and void, in the following circumstances:

- Improper installation, impact damage caused by foreign objects, fire, earthquake, flood, hurricanes, or other acts of God.
- Defects in wall construction in which any window or door has been installed.
- Discoloration or other damage caused by exposure to harmful chemicals.
- Glass breakage of any kind.
- Insect screens, door sweeps, weather stripping, door thresholds, and rusty screws.
- Entrance doors with wheelchair sills and double inswing doors are not warranted against water and air leakage.
- Door slabs cut down more than four (4) inches from the original height.
- Thermal bowing of door slabs and composite jamb materials up to one-quarter (1/4) inch. (During winter months, components can bow due to extreme temperature variations between interior and exterior. This is known as "thermal bow" and is not a sign of a defective product.)

7. Remedy and Limitation of Liability

If a covered defect occurs during the applicable warranty period, Global, at its sole discretion, will repair the Product, replace the Product, or refund the Original Purchase Price.

Global's maximum liability is limited to the amount of the Original Purchase Price and will not cover the costs of labor for removal and/or installation of any replacement door.

7. Remedy and Limitation of Liability (cont.)

In no event shall Global be liable for consequential or incidental damages of any kind, including damage to persons, the building, or its contents, resulting from product defects.

Global will not be liable for any Product repaired or replaced without Global's prior written consent. The duration of the original warranty will not be extended when the Product is repaired or replaced.

8. Contact

For additional information or to initiate a warranty service request, please contact your authorized Global dealer or visit: www.globalwindows.ca