



Building Value
Into Building Products®

Warranty Program

Warranty Coverage

All composite doors offered by ODL Europe, Ltd. (hereinafter ODL) are covered by a 25 year limited warranty, from date of purchase, to be structurally free from defects in material and workmanship that would render the door unfit for its designed use, subject to the Exclusions and Limitations stated herein. Doors installed in non-owner-occupied dwellings are structurally warranted for 10 years from the date of purchase.

All pre-painted Capstone GRP doors are covered by a 10 year (5 years for pre-stained) limited surface finish warranty from date of purchase, to be free from defects in material and workmanship, so not to blister, peel, flake or crack, subject to the Exclusions and Limitations stated herein.

This limited warranty extends only to the original purchaser and/or first user of the door, and it is not transferable. The 25 year warranty period begins on the first date of purchase.

Warranty Claims Procedures

In the event of a defect covered under this warranty, the following claim procedures must be followed:

1. All warranty claims must be presented in writing of the claimed deficiency.
2. Written claim must include the following information:
 - (a) Nature or adequate description of defect(s).
 - (b) Identification of product including size, design, type, and product number (if available), or provide photographs as may be requested by ODL to properly identify the product.
 - (c) Date of purchase.
 - (d) Proof of purchase.
3. ODL (or its representative) has the right to inspect the claimed defective door. ODL shall have 60 days from receipt of the written claim to exercise this right to inspect.

Remedies

If a defect is confirmed, ODL will, at its discretion:

1. Repair the door.
2. Replace the door.
3. Refund the original purchase price (excluding installation costs).
4. ODL is not responsible for labour or incidental costs related to repairs or replacements.
5. Replacements will be of similar design and colour, subject to availability.

Exclusive Remedy

Upon receipt of a valid claim, ODL shall have the option to repair the product, provide a replacement product of like kind and design, or provide a refund of the original purchase price. In no event, shall the remedy exceed the original purchase price of the door.

The above remedy shall be the sole and exclusive remedy for claims covered under this limited warranty, and there shall be no other remedy including but not limited to incidental or consequential damages arising out of the defective door. Further, in no event shall ODL be responsible for shipping, labour, finishing expenses, removal of original product, installation of product, expenses, or other charges, costs or claims beyond the remedy stated above.

Exclusions and Limitations

This limited warranty excludes coverage for defects or damages arising from:

- Shipment or transportation;
- Improper storage, handling, finishing, and/or improper glazing;
- Improper installation, faulty building construction or design including in areas of excessive humidity or high vibration;
- Stress caused by localised movement of the building or its components, including expansion or contraction;
- Acts of God, intentional human acts, fire, corrosive fumes, misuse, abuse, or circumstances beyond the control of ODL;
- Attempt to repair product by someone without prior written authorisation from ODL;
- Doors in which the basic structure has been altered;
- Discolouration within accepted tolerance of Delta E of 7, according to BS EN ISO 11341 for paints/varnishes;
- Failure to perform normal care and maintenance of product per the manufacturer's recommendations;
- Not properly finishing unfinished fibreglass doors within 6 months of installation;
- Product used outside the United Kingdom.

The followings costs, expenses and/or damages are specifically excluded from coverage:

- Any incidental or consequential damages;
- Labour, parts, components, hardware and/or glass, other than those supplied by ODL;
- Shipping and transportation charges.

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For more information
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www.odleurope.com