

Warranty Coverage

All DoorCo GRP doors manufactured by DoorCo Ltd are covered under the terms of this warranty, to be free from defects in material and workmanship that would render the door unfit for its design and use, subject to the conditions and restrictions contained herein. This warranty does not cover defect or damage caused by the customer in the installation of the door and/or any acts performed to the door not in strict compliance with DoorCo's instructions and recommendations, and any other exclusions as contained herein. This warranty shall be invalid if or when any original components are replaced.

This warranty extends only to the original customer of the door, applicable only to doors installed in owner occupied dwellings and is not transferable. The warranty period begins on the date of purchase by the customer.

Warranty Claim Procedures

In the event of a defect covered under this warranty, customer must comply with the following claim procedures:

1. All warranty claims must be presented in writing of the claimed deficiency.
2. Customer's written claim must include the following information;
 - Nature or adequate description of defect or defects.
 - Identification of product including size, design, type, and product number (if available).
 - Date of purchase
 - Proof of purchase
3. Up on DoorCo's request the customer must permit DoorCo's representative to inspect the claimed defective door. DoorCo shall have 30 days from receipt to customer's written claim to exercise this option to inspect.

Remedial Action

Upon receipt of a valid claim DoorCo shall have the option to either repair the product or provide a replacement product of like kind and design. In any event no remedy shall exceed the customer's purchase price of the door.

Exclusion from Coverage

The following are but not limited to examples specifically not covered by the warranty or which shall void this warranty and will not be considered defects in material or workmanship as applied to this limited warranty.

- Defect or damage arising from shipment or transportation.
- Defect or damage due to improper storage, handling, incorrect sizing, installation, cleaning, maintenance, finishing, improper glazing, acts of God, intentional human acts, fire, corrosive materials, misuse, abuse, or circumstances beyond the control of DoorCo.
- Attempts to repair the product by someone other than DoorCo or an authorized representative of DoorCo.
- Defect or damage resulting from customer's failure to perform normal care and maintenance of product.
- All components that are not manufactured by DoorCo.
- Labour, shipping, consequential damage or loss or other charges incurred or claimed by customer.
- Any defects caused by not painting GRP doors within 6 months of installation.
- Doors in which the basic structure has been altered.

Product Guarantee

- 20 year structural guarantee
- 10 year guarantee against cracking of internal and external skins, delamination and distortion.
- UV stability we guarantee that the test result show over a period of 10 years the colour will not exceed a delta E of 9 according to BS EN ISO 11341
- 10 year solid paint guarantee
- 5 year guarantee on stain colour.