

1 Year Warranty



WHAT DOES A STRONGDOR WARRANTY COVER?

Our warranty covers the repair or replacement (at our discretion) of your door and frame system if it is found to be defective due to faulty materials we have provided or our workmanship within the warranty period. If any part is no longer available, we will replace it with a functional replacement part.

WHAT ISN'T COVERED BY THE WARRANTY?

All our door and frame systems are engineered and constructed for continual high performance. If it is being used for the purpose and frequency for which it was designed and develops a fault within the warranty period, it's our responsibility to repair or replace it. There are, however, some circumstances in which a warranty doesn't cover the repair or replacement of a door. These instances are not hidden in the small print.

Here's what is not covered:

- Any door set with an incomplete or missing maintenance report.
- Normal wear and tear, including parts that might wear out over time.

ACCIDENTAL DAMAGE

- Damage caused by improper fitting or fitting not in accordance with our recommended guidelines.
- Damage as a result of use not in accordance with the original specification.
- Damage caused by not carrying out the recommended routine maintenance.
- Damage caused by any external source.
- Failures caused by circumstances outside of Strongdor's control, including accidents, abuse, and damage caused by transportation or storage.

At Strongdor we strive to get it right...

..when we do it right, we're building more than hollow metal doors, we're building your confidence in our products and services. That confidence makes it more likely you'll choose Strongdor again and recommend us to others. At the same time, we understand that even with the best intentions, things don't always go as planned. When issues do arise, it's in everyone's best interest to resolve them quickly, fairly, and with as little hassle as possible. A key part of that process is a clear, straightforward understanding of what you can expect from the Strongdor Warranty.

FAULTS CAUSED BY:

- Negligent use, misuse, neglect or careless operation;
- Use which is not in accordance with the Operating Manual;
- Use of parts and accessories which are not approved by Strongdor
- Faulty assembly or installation.
- Repairs or alterations carried out by parties other than Strongdor or its authorized agents.

WHAT ARE THE TERMS AND CONDITIONS OF THE WARRANTY?

As well as our terms and conditions of sale the terms and conditions of this warranty are as follows:

- The warranty covers replacement only and not re-installation costs.
- You must provide proof of purchase before any work can be carried out on your door under the warranty.
- Please note that without this proof any work carried out will be chargeable. Please keep your purchase receipt or delivery note.
- All work will be carried out by Strongdor Limited or its authorized agents.
- Any parts which are replaced will become the property of Strongdor Limited.
- The repair or replacement of your door and frame system.

- The repair or replacement of your door and frame system under warranty will not extend the period of the warranty.
- The warranty provides benefits which are additional to and do not affect your statutory rights as a consumer.

If you have any questions, you can call us on (630) 474-4677.

WHEN DOES THE WARRANTY BECOME EFFECTIVE?

The warranty becomes effective on the date of delivery of your door and expires 12 months after the delivery date. This warranty period will not be extended if we repair or replace the product. This warranty period will not be extended if we repair or replace the product.

WHERE IS THE WARRANTY VALID?

The warranties cover normal usage of your door and frame system in the USA. If you need any advice, please call us on (630) 474-4677.

IS THIS WARRANTY TRANSFERABLE?

The benefit of the warranty is transferable with ownership of the door to which the warranty relates, provided always that the original proof of purchase is supplied, together with evidence of any change of ownership of the door, confirming that the door was in good working order when the change of ownership took place.

THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND OUR ENTIRE LIABILITY FOR ANY BREACH OF THIS WARRANTY. OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU BY THE DEFECTIVE PRODUCT, NOR SHALL WE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT. SOME STATES DO NOT ALLOW THE EXCLUSIVE OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, IN WHICH CASE THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.