



## WARRANTY

EVERSAFE warrants for a period of two (1) year after the initial delivery/pick-up date of your purchase that the paint on our doors will not peel or blister, or otherwise fail, due to our workmanship. EVERSAFE further warrants for a period of five (3) years after the initial delivery/pick-up date of your purchase that the welds on its doors are of good workmanship and free of defects that would render its doors unfit for their ordinary, recommended use. This warranty is subject to the limitations and restrictions set forth herein. Please review this Warranty Policy in full before placing an order.

Our Warranty Policy covers the cost of repairs up to and including five-hundred dollars (\$500) for any doors sold that are covered under EVERSAFE's Warranty Policy and confirmed by EVERSAFE to be of substandard workmanship. This warranty coverage is not per incident, but rather for aggregate, total costs of all repairs claimed by you. You will be responsible for the costs of repairs after the five-hundred dollars (\$500) coverage is exhausted.

Normal wear and tear, including aging and wear resulting from exposure to natural elements and frequent use, is an inevitable, natural process and is not covered under our Warranty Policy. EVERSAFE's products are hand-made and individually finished in our factory. As such, minor differences in like products are not only normal and to be expected, but intended in order to achieve the craftsmanship appearance of our products. These minor differences are not defects covered under our Warranty Policy. Products specifically listed for sale "as is" on this Site are not covered under our Warranty Policy.

The glass used in our doors is covered under our Warranty Policy strictly as follows: (a) glass that becomes foggy through normal use and not a result of improper care, usage or cleaning, such as washing the door with direct source of water, is covered for this condition for a period of up to one (1) year after the initial delivery/pick-up date; and, (b) glass that is received in a broken state is covered. Please note that glass received unbroken that breaks subsequent to delivery is not covered under our Warranty Policy. Unless expressly stated otherwise, the glass used in our doors is not covered under our Warranty Policy.

EVERSAFE sells its products, including its standard insulated doors and windows, all over the USA. However, our doors are not storm doors and not intended or warranted to function as or replace storm doors.

Coverage under our Warranty Policy is subject to the proper installation, usage and care of the products purchased. Improper or negligent installation, care or usage is not covered under our Warranty Policy. Bubbling paint, marks, scratches, or bowing occurring around the lock area are problems caused by, and a sign of, improper installation. Instructions for the proper installation of our products can be found here. Instructions for the proper cleaning of our products can be sent by email, also a video of how to install the product properly. Although EVERSAFE's iron doors and windows are well painted, we do not recommend direct exposure to water. Washing a door or window with a garden hose constitutes improper care and will void your warranty.

Damage incurred during the shipping and delivery process is not covered under our Warranty Policy. EVERSAFE takes great care to inspect and to securely package our products to protect them against scratches and other marks during the shipment process, but our products are shipped through a third-party carrier and we cannot warrant that your purchase will be delivered undamaged.

Upon delivery, if you do not intend to immediately install your door, you should store it indoors in a dry location, away from the elements (dust, sun, rain). You should also keep in-place the padding the door was shipped with until you are ready to begin installation. Failure to properly store your door after delivery will void your warranty.

Actual door color may vary from the images shown for various reasons, including: (i) our doors are hand-made; (ii) monitor or mobile display capabilities will vary resulting in customers seeing colors differently based on the particular device they are using to access this Site; and, (iii) lighting conditions at the time a photograph of a door was taken will affect the image's color. As such, EVERSAFE does not warrant that the color you see on this Site depicts the color of the door that is shipped to you.

Please be advised that it may take ten (10) to fifteen (15) days to process your claim under our Warranty Policy and to determine an appropriate solution. Commencing action on that solution may take an additional period of time (e.g., in the event EVERSAFE determines that issuing a refund is appropriate, it may take several weeks for the refund to be issued and received).