



Warranty

- Be My Window Inc. Exterior Doors warrants that our Door Systems will be free of defects in workmanship and or materials used, provided that door system has been used under normal residential use.

Steel Doors

- Be My Window Inc. Exterior Doors will at its sole discretion or option, repair or replace a door in case such door warps, rusts, or delaminates in normal residential use on all White Polytech 24-gauge steel doors, for a 10-year period.

Fiberglass Doors

- The terms of this warranty extend from the first date of purchase by the user for Limited Lifetime Warranty. This warranty is for the original user and is non-transferable.
- Be My Window Inc. will at its sole discretion or option, repair or replace a door that is defective within the meaning of this guarantee. Any claims for rehang, refinishing, or other expenses will not be allowed.
- Thickness, width, and height tolerances from nominal sizes shall not exceed 1/4" plus or minus.
- For doors 3'0"x6'8" or smaller, deformation (bow, cup, twist, warp) shall not be considered a defect unless it exceeds 1/4" in the plane of the doors itself (doors larger than 7'0" height warp not to exceed 3/8") when measured as specified in Clause 3.1.2.2 C.S.A. Standard 0132.2-1972.

Painted Doors

- All painted door systems are warranted under normal conditions for a period of 5 years, against weathering, specifically "peeling, cracking or blistering from/on the applied surface and significant ultraviolet discoloration" (greater than 6 Delta E units) caused by natural environmental atmospheric conditions.

Exclusions

- Normal wear and tear (example: door sweepers, weather stripping) and natural weathering of surfaces.
- Any problems due to poor installation, related to water and/or air infiltration, or flaws in construction and in building design.
- All structural integrity issues or other problems caused by the improper fitting of hardware or improper sizing of the door system.
- Condensation or excessive ice build-up.
- Any miscellaneous items added or affixed to door such as wreaths, door knockers, door numbers, peepholes, or any decorative item which may cause scratching to finished surface or damage to the door will Void all warranties.
- Pressure washing doors will VOID Warranty
- Economic Loss.
- Any door system with a storm door installed will Void all warranties, due to excessive heat build-up.
- All warranties will be Void if Fiberglass (any size/height) or Steel (over 6ft, 8in) door systems do not have a Multi-Point Locking System.
- Acceptable variance in the staining process for Fiberglass door systems, may not be exactly as per brochure colour shown.
- Problems due to misuse or abuse; failure to follow proper maintenance (ex: harmful solvents or cleaning solutions) as a result of any cause beyond our control (ex: fire, flood, earthquakes) or other acts of nature and acts of 3rd party.
- Any Door which has been repaired or modified or attempted to have been repaired or modified by any person other than an authorized representative of Be My Window Inc.
- Repairs on products located more than 100 kilometers from plant, Be My Window Inc. will not be responsible for completing any necessary repairs without a prior agreement on travel costs. Otherwise, Be My Window Inc. reserves the right to deliver the replacement part to dealer, distributor, or homeowner and it is the customer's responsibility to complete the repair.

Claim Policy

- All warranty related concerns must be sent in writing to Be My Window Inc., customer to provide invoice number and product concern.

All Warranty related service: after the period of two (2) years from date of purchase. Will be chargeable at an hourly rate of \$95.00/hour per man. Any large or heavy job will require two (2) men and the hourly rate of @190.00/hour will apply.

HOW TO MAKE CLAIM:

Contact: Be My Window Inc.
112 Snidercroft Road, Unit 4, Concord, Ontario L4K 2K1
Tel: (905) 760-0010 Email: info@mywindow.ca

In the event of a warranty claim, Be My Window Inc. reserves the right to inspect the product within (60) days of the claim and prior to authorizing or approving any warranty repairs or replacements. All warranty claims for products installed in new homes will be inspected and repaired in compliance with (Tarion) Ontario New Home Warranty Program.