

# Warranty Policy



At North Shore Door, we take great pride in the quality of our door and window products and the craftsmanship of our installations. We are committed to ensuring your complete satisfaction and stand behind our products with confidence. This Warranty Policy outlines the terms and conditions of the warranty coverage for our products and services.

## **Warranty Coverage**

### *1.1 Product Warranty:*

All of our door, window and hardware products are covered by a limited warranty against defects in materials and workmanship. The warranty coverage period varies based on the supplier and can be found on our website [www.northshoredoor.ca](http://www.northshoredoor.ca). North Shore Door will not be responsible for any additional costs for re-finishing, removing or replacing any product covered under the manufacturer's warranty.

### *1.2 Installation Warranty:*

We offer a separate warranty for our installation services, covering any issues arising from the installation process, including workmanship errors and related concerns. The installation warranty period is one year from installation. Hardware is excluded from installation warranty.

### *1.3 Finishing Warranty:*

This warranty covers all products finished by North Shore Door (NSD) which have been painted, stained or clear coated for a period of one year to the original owner against defects in material, workmanship, peeling, flaking, blistering or cracking. Any rub marks, scratches, dents or chip marks caused by improper handling, installation, and shipping or during normal operation are not covered under this warranty.

## **Warranty Exclusions**

### *2.1 Normal Wear and Tear:*

The warranty does not cover damages or wear resulting from normal use, exposure to weather elements, or natural aging of the products.

### *2.2 Unauthorized Modifications:*

Any modifications or alterations to our products made by unauthorized personnel or entities will void the warranty.

### *2.3 Improper Maintenance:*

Failure to follow the proper maintenance and care instructions provided by North Shore Door may void the warranty. These can be found at [www.northshoredoor.ca/warranty-finishing](http://www.northshoredoor.ca/warranty-finishing)

### *2.4 Acts of Nature and Accidents:*

Damages caused by accidents, fire, flood, earthquakes, hurricanes, or any other acts of nature are not covered by the warranty.

### *2.5 Finishes:*

The warranty does not cover dark finishes.

## **Making a Warranty Claim**

### *3.1 Reporting the Issue:*

To initiate a warranty claim, you must notify North Shore Door within the specified warranty period by contacting our customer support team at 604-980-3667 or [customerservice@northshoredoor.ca](mailto:customerservice@northshoredoor.ca) or submitting a warranty claim on our website at [www.northshoredoor.ca/services-portal](http://www.northshoredoor.ca/services-portal)

### *3.2 Providing Evidence:*

You will be required to provide sufficient evidence of the issue, which may include the original sales order number, photographs, videos, or any other relevant documentation.

### *3.3 Inspection and Resolution:*

Upon receipt of the warranty claim, our representatives will inspect the product or installation to verify the claim's validity. If the claim is deemed valid, we will either repair or replace the defective product or re-perform the installation, at our discretion.

## **Limitation of Liability**

### *4.1 Limitations*

Our liability is limited to the repair, replacement, or reinstallation of the defective product or service covered under the warranty. We will not be liable for any indirect, consequential, or incidental damages arising from the use or inability to use our products or services.

### *4.2 Transferability*

This warranty is transferable to subsequent owners of the property where the products were installed, provided that the warranty claim is made within the original warranty period.

### *4.3 Governing Law and Jurisdiction*

This Warranty Policy shall be governed by and construed in accordance with the laws of British Columbia, Canada. Any disputes arising from or related to this Warranty Policy shall be subject to the exclusive jurisdiction of the courts of British Columbia.