

SCREEN DOOR WARRANTY

For Wooden Screen doors by The Porch Store



The Porch Store Screen Door warranty applies to standard sized doors only. This excludes single doors over 40" wide and / or 84" tall, as well as double doors over 80" wide and / or 84" tall.

This warranty covers manufacturing defects for the extent of **4 years from the date of purchase** on each wooden door that is properly finished, properly installed, and properly maintained.

Should return of the warrantied item be necessary, this warranty covers the shipping cost of the door(s) returned, provided the return and shipping method have been approved by the company. Prior to returning merchandise, approval must be received by The Porch Store staff.

Any claims for incorrectly made or initially defective merchandise must be brought to our attention within 10 days of receipt, and before doors are altered in any manner or installation is attempted.

What is Not Covered

Minor imperfections or blemishes are often not visible until the finish process. These imperfections are to be remedied by the finisher and are not considered a defect.

Wood used in the exterior environment is subject to movement. This movement includes checking, warping, and twisting. We go to great lengths in our fabrication process to minimize this by working with the wood's natural state, beveling the ledges to prevent water from standing and then penetrating the wood, and laminating the longer stiles so the grains work against each other to maintain their shape. This movement is not considered a defect.

This warranty does not include any conditions or damages caused during shipping or resulting from accidents, alterations, misuse, abuse, misapplication, exposure to the elements, fire, flood, improper maintenance, failure to follow use our care instructions, or acts of God. This warranty does not cover any servicing costs incurred for installation adjustment, minor repairs, repainting, or conditions characteristic to the product caused by normal wear and tear. The Porch Store will not be responsible for trip charges, measuring, disassembly, removal, reassembly, or packing costs.

Additional Information

This warranty does not imply automatic replacement of any product. The company reserves the right to repair or replace any product at its discretion.

This warranty is exclusive and in lieu of all other obligations, liabilities, or warranties. In no event shall The Porch Store be liable for or responsible for incidental or consequential damages, or for any other direct or indirect damage, loss, cost, expense, or fee.

This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so such limitation or exclusion may not apply to you.

Products that do not meet our quality standards will be repaired or, if repair is not possible, remade. We will not be responsible for faulty installation, incorrect measurements, incorrect specifications, or alteration by any other party.

We reserve the right to inspect products prior to repair or remake. Non-defective or altered products will be returned freight collect without credit being issued or repair being made. The Porch Store will not be responsible for any unauthorized repair charges from another party.

Shortages & Freight Damage

Check all shipments carefully for damage and piece count upon receipt. Discovery of shortage or damage at the time of receipt is the customer's responsibility. If a package is damaged, refuse it. We will file claims for all refused packages. If a damaged package is accepted, take photos and notify the carrier and request an immediate inspection. Keep the packing in which the order was shipped.

If there is a shortage or minor shipping damage is visible (or concealed damage is suspected) and you keep the package, have the delivering driver sign your copy of the freight bill noting the damage or shortage. Please call The Porch Store and notify them of damages and / or refusals, and include as many photos of the crate and damaged door(s) as possible.

Return Policy on non-warranty and non-damaged items

Because our doors are custom made per order, it is unlikely they could be resold or reused if returned. Therefore, doors are not returnable nor orders cancelable once production has begun. We do not offer refunds on our doors unless the doors are not built per the order measurements