

# RELIABILT® EXTERIOR DOOR LIMITED WARRANTY

Reliablilt® doors offer you both artistry and architectural detail to make your home both comfortable and functional. These doors are designed to complement the style and period of your home, enhance appeal and add lasting value to one of your most important possessions.

## WHAT THIS WARRANTY COVERS:

Within the time periods as set forth below from the date of the original purchase, as installed in a residential dwelling, and subject to the terms and conditions below, exterior door systems are warranted against damages resulting from manufacturing defects in materials and workmanship:

<b>Door System:</b>	<b>Warranty Period:</b>
Fiberglass exterior door system	As long as you own your residence*
Steel door system	As long as you own your residence*

\*Factory prefinish on any exterior doors, if applicable, will be warranted against peeling, checking or cracking for five (5) years.

Any wood brick molding on any exterior doors, if applicable, will be warranted for a period of one (1) year.

These warranties are non-transferrable and are effective for products manufactured on or after March 2, 2015 and distributed by Lowe's. Warranty applies to original owner only and excludes subsequent owners or purchasers.

## WHAT YOU DO TO PROTECT AND MAINTAIN YOUR DOOR

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With regard to installation and maintenance, the doors are susceptible to swelling, shrinking and/or warping as a result of variations in temperatures and humidity. Different temperature conditions from either side of the doors, such as air conditioning, may also cause warping.

The doors must be properly installed and carefully cared for, and the warranty will be void if the following conditions are not met:

- (i) The doors must be stored upright in a dry and well ventilated location fully protected against humidity or lack thereof (i.e. northern areas with arid winters). When moved, the doors must be lifted, eliminating any sliding of one door on another. The doors must be sealed if stored for a long period of time and must be stored at a minimum of ten (10) feet away from heat sources. Doors must be painted or stained on all six (6) sides of the door within seven (7) days of installation. Additionally, the doors must be conditioned to the average temperature of the room at least three (3) days before installation.
- (ii) When handling the door, the fitting must be such that there is at least 1/8" between the door and the jamb to eliminate any jamb interference restricting normal functioning, even in times of high humidity. When installing the door, it must be shimmed into location with appropriate space left around the door frame to minimize binding issues. Use of materials such as expanding foam to fill any voids will void the warranty. Additionally, sealing and caulking under the sill of the door and at all wood joints and over the installation screws is required along with annual maintenance needs such as reapplying the caulk as needed and caring for the prefinish door's luster as needed.

## WHAT THIS WARRANTY DOES NOT COVER:

Neither the door system nor its components (i.e. glass inserts, hardware and accessories) are warranted against damages that arise from anything other than manufacturing defects in materials or workmanship. Damages or faulty operation resulting from improper installation, or failure to properly maintain the door system or its components are also excluded from the warranty.

Additional exclusions from the warranty include:

- (i) Natural variation in the color, grain or texture of the veneer and surface grain separation;
- (ii) Damages caused by failure to comply with installation, care and handling instructions, including those listed above;
- (iii) Abuse or misuse of the door, includes damages caused by attempts by persons other than Lowe's or the manufacturer to repair the door;
- (iv) Doors that are improperly hung or do not swing freely;
- (v) Labor costs; and
- (vi) Damages resulting from causes outside the control of Lowe's or manufacturers control (i.e. flood, earthquake, exposure to salt air and/or humidity and other acts of nature or third parties outside of our control).

Provided further, in the event of warping, we may defer repairing or replacing the door slab for a period up to twelve (12) months from the date of the claim as it is not uncommon for a temporary warp condition to occur as the door slab adjusts to local humidity and temperature conditions. This deferral will not be counted against the warranty period.

#### HOW TO GET ASSISTANCE:

If you have a problem with your door, immediately upon discovery, contact the store from which you purchased the door or contact Lowe's directly at the following:

Phone: 1-800-44LOWES (1-800-445-6937)

Email: [custcare@lowes.com](mailto:custcare@lowes.com)

Mailing Address:

Customer Care  
Lowe's Companies, Inc.  
1605 Curtis Bridge Rd. CON8  
Wilkesboro, NC 28697

Please provide the following so that we can respond quickly: a) date and location of purchase, b) copy of your sales receipt, c) how to contact you, d) the address where the door can be inspected, and e) a description of the apparent problem and the product (photographs are helpful).

If your claim is accepted, we will choose to either refund the original purchase price, or replace the product or repair the product or a component of the product, the replacement product/component will be comparable to that of the original product.

#### **Important Legal Information - Please read this carefully. It affects your rights.**

This Limited Warranty document sets forth our maximum liability and your sole and exclusive remedy for our products. We shall not be liable for special, indirect, consequential, or incidental damages. We make no other warranty or guarantee, either express or implied. Including no implied warranties of merchantability and fitness for a particular purpose to the original purchaser or to any subsequent user of the Product. In the event state or provincial law precludes exclusion or limitation of implied warranties, the duration of any such warranties shall be no longer than as required by law, and the time and manner of presenting any claim thereon shall be the shortest time period allowed under applicable law which in no event shall be longer than the time period of the express warranty stated herein. This Limited Warranty document gives you specific legal rights, and you may have other rights that vary from state/province to state/province.

Any dispute, controversy or claim arising out of or relating to this warranty, any alleged breach thereof, or the use or sale of the products to which this warranty applies shall be resolved by mandatory and binding arbitration administered by the American Arbitration Association in accordance with its commercial arbitration rules. Original purchaser agrees that they may assert claims against Lowe's and/or manufacturers in their individual capacity only, and not as a plaintiff or class member in any purported class action proceeding. Rejection of these dispute resolution provisions must be sent to Lowe's at the address provided herein within thirty (30) days of original purchaser's receipt of the Products to which this warranty applies.

No distributor, dealer or representative of Lowe's or manufacturer has the authority to change, modify or expand this warranty. The original purchaser of this Product acknowledges that they have read this warranty, understand it and are bound by its terms and agrees to provide this warranty to the original owner of the residential dwelling into which the Product is installed.