



## Overhead French Style Garage Doors



### Limited Lifetime Warranty Our Warranty to You

FrenchPorte, LLC is the manufacturer of an Aluminum faux French style overhead garage doors. FrenchPorte, LLC promises that the overhead garage door is made of the finest material available at the time of manufacturing and assembled with the best workmanship. This warranty is extended to the original purchaser/homeowner where the garage door was originally installed to be free of defects.

**To make a claim under this warranty, contact us immediately in writing or by phone at the address listed below:**

FrenchPorte, LLC  
C/O Warranty Claims  
4015 Oliver St. • Chevy Chase, MD 20815  
Ph: 301-230-7125 • info@frenchporte.com

Please provide the following info: 1. Date & location of purchase, 2. How to contact warrantee, 3. Where the door was installed, 4. Detailed explanation of problem with pictures if possible, 5. Who did the install.

#### Upon receiving your warranty claim

A FrenchPorte Representative will contact you concerning your warranty issue and let you know who will be out to inspect the problem. Once the inspection has been completed FrenchPorte, LLC will contact you informing you as to how the warranty issue will be corrected if covered.

#### What this warranty covers

We warrant our door free of defects when used properly, installed properly, and maintained accordingly.

**Paint-** We warrant the original baked enamel paint will be free of defects (chip, fade, and peeling) for the period of five years. Paint peeling, chipping, and fading will not be covered due to an improper install, unusual wear and tear, limited or no maintenance, or other uncontrollable environmental factors. Example of environmental factors: Areas subject to excessive salt atmosphere. This warranty does not warrant special painted doors.

**Polycarbonate Window Panes-** We warrant the polycarbonate panes used in the manufacturing of our overhead garage door to be free of defects, which includes fading, discoloration, or cracking for a period of 5-10 years. Polycarbonate should be cleaned and maintained with water to avoid the risk of damaging. Only use polycarbonate approved cleaning products.

**Aluminum-** We warrant the aluminum used in the manufacturing of the FrenchPorte, LLC overhead garage door for twenty years, and that it is made out of the best quality aluminum available to us. We recommend regular cleaning of your aluminum door to avoid damage caused by uncontrollable environmental factors. This warranty will not cover such dents and damages caused by foreign objects.

#### What this warranty does not cover

FrenchPorte, LLC does not cover garage door hardware (track, spring, etc...), installation of the garage door, or the garage door opener. FrenchPorte, LLC only warrants the garage door sections. Contact your garage door dealer for warranty issues concerning hardware and installation.

1. Over use of the garage door which caused abnormal wear and tear on the door, normal wear and tear, problems caused from misuse, abuse, failure to maintain the door, or a result caused by elements out of our control, such as a natural disaster.
2. Problems caused by additional painting or added hardware beyond the FrenchPorte, LLC standard.
3. Incidental or consequential damage.
4. Damage caused by a foreign object crashing into and damaging the garage door.
5. All hardware, track, wood, any additional hardware needed to install door, and springs.
6. Failure or poor performance due to install into an environment that exceeds the doors performance, standards, and specifications.

#### Legal Info

This warranty covers our maximum liability for our product. FrenchPorte, LLC is not liable for indirect, special, consequential, or incidental damages. Your sole and exclusive remedy with respect to any and all losses or damage resulting from any cause whatsoever shall be specified herein. FrenchPorte, LLC makes no other guarantees, warranties, either expressed or implied including implied warranties except what was expressed herein. In the event state laws do not allow the exclusion or limitations of incidental or consequential damages, the above limitations or exclusions may not apply to you.

Name Install Company \_\_\_\_\_ Date of install \_\_\_\_\_

Address of install \_\_\_\_\_ Date of purchase \_\_\_\_\_