

Limited Warranty
and Claims Policy

Interior Doors — Swing, French, Pocket, Barn, Closet, Hidden

Warrantor SartoDoors	Warranty Term 2 Years Coverage regardless of purchase channel
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2	
3	
4	
5	
6	
7	
8	
Appx A	
Appx B	

1. Warranty Coverage and Term

1.1 About This Warranty

1.2 Warranty Period at a Glance

Term	Two (2) years

1.3 What Is Included in a Standard SartoDoors Kit

Component	Details

!	Slab-only orders and specialty configurations
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2. What Is Covered

2.1 Door Slab — Finish and Structure

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2.2 Frame, Casing, and Trim

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2.3 Hardware — Handle, Latch, Hinges, Track Systems

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3. What Is Not Covered

3.1 Environment

- Interior use only — no exceptions:
- Humidity outside the rated range:
- Direct heat sources:
- Water at the glass-to-panel joint:

3.2 Assembly and Installation

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If your door was installed by a professional and an alignment or fit problem develops, contact us before submitting a formal claim. Many fit issues resolve in minutes with a hinge adjustment or strike plate move, with no parts required.

3.3 Impact, Misuse, and Chemical Damage

- Physical impact:
- Improper cleaning:

- Unauthorized changes:
- Normal wear:

3.4 Product-Specific Situations

- Third-party hardware:
- Slab-only doors not painted on all edges:
- Touch-up painting:
- Accessories purchased separately:

4. Installation and Assembly

4.1 Before You Begin

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Key steps that prevent the most common issues

5. How to Submit a Warranty Claim

5.1 Try This Before You File

- The door is binding or not closing fully:
- The handle feels stiff or the latch doesn't engage cleanly:
- There is a small gap at the top corner of the door:
- A surface mark won't wipe off:

If in doubt, email a photo to sales@sartodoors.com with your order number. We will tell you within 48 hours whether it is a warranty issue, a quick fix, or a care guide situation.

5.2 Claim Submission Steps

1. Email the completed Claim Form
2. Acknowledgment
3. Review
4. Written determination
5. Resolution

5.3 What to Include

- Completed Claim Form
- Proof of purchase:
- Proof of delivery date:
- Photographs:
- For handle or latch claims:
- For glass-related claims:
- Assembly documentation (if available):

6. Claim Evaluation, Remedies, and Timeline

6.1 Available Remedies

- 1. Repair Visit
- 2. Parts Replacement
- 3. Door Replacement

6.2 Repair Visit Details

✓	How a Repair Visit works
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6.3 Resolution Timeline

Step	Target Timeframe

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!	A note on the 4-month timeframe
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7. Limitation of Liability

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8. Governing Law and Dispute Resolution

APPENDIX A — SARTODOORS INTERIOR DOOR ASSEMBLY AND INSTALLATION CHECKLIST

Complete this checklist during installation and keep a copy. If you submit a warranty claim involving a fit, alignment, or performance issue, this record helps us evaluate it and speeds up resolution.

Checklist Item	Pass / Fail / N/A	Notes
PRE-INSTALLATION		
FRAME ASSEMBLY		
HINGES		
HARDWARE		
CASING AND TRIM		
FINAL		

APPENDIX B — SARTODOORS WARRANTY CLAIM FORM	
Send to: sales@sartodoors.com Subject line: WARRANTY CLAIM – [Order Number]	
Fill in every field. Attach photographs and video where indicated. Incomplete submissions will be returned.	

SECTION A — Contact Information

SECTION B — Order and Product Details

SECTION C — Description of the Issue

SARTODOORS

SECTION D — Documentation Checklist

Item	Included?

SECTION E — Declaration
