

Limited Warranty
and Claims Policy

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

Warrantor SartoDoors sales.department@sartodoors.com	Warranty Term 2 Years from date of delivery to original purchaser Coverage All SartoDoors interior door products and included hardware <i>regardless of purchase channel</i>
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SartoDoors is a brand of VDOM INC. This warranty is issued directly by VDOM INC. and applies regardless of purchase channel.

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1. Warranty Coverage and Term

1.1 About This Warranty

SartoDoors is a product brand owned and operated by VDOM INC. This limited warranty is issued directly by VDOM INC. as the manufacturer of all SartoDoors interior door products. It applies to every customer who purchases a SartoDoors door — whether through United Porte Inc., Amazon, Home Depot, or any authorized dealer — and covers the same scope regardless of the sales channel. No retailer or reseller can change, expand, or reduce the terms of this warranty on behalf of VDOM INC.

SartoDoors interior doors are designed, engineered, and finished in Europe. They are warranted to be free from defects in materials and workmanship under normal residential indoor use for a period of two (2) years from the date of delivery to the original purchaser.

1.2 Warranty Period at a Glance

Term	Two (2) years
Start	Date of delivery, per shipping or delivery confirmation
End	Twenty-four (24) months from the Start date
Who Is Covered	Original purchaser at the original installation address only. Non-transferable.
Where Purchased	Coverage is identical whether purchased directly, via Amazon, Home Depot, or any authorized dealer.

1.3 What Is Included in a Standard SartoDoors Kit

Most SartoDoors interior doors are sold as a complete pre-hung kit ready for installation. All components listed below are covered under this warranty when supplied by SartoDoors as part of the original order:

Component	Details
Door slab	1 1/2 – 1-3/4 in. thick; finish varies by model: eco-veneer (film), acrylic paint, high-gloss lacquer, or wood veneer
Door frame — jamb set	Split-jamb or standard jamb, sized to the ordered wall thickness
Casing — trim profiles	Decorative surround for both faces of the opening, finished to match the door
Hinges	2-4 pcs per leaf; European-standard concealed or surface-mounted depending on model
Handle set	European lever handle, passage or privacy function, in the finish selected at order
Latch or lock	Passage latch (no locking), privacy lock (interior turn-button), or keyed lock as ordered
Strike plate	Supplied loose or factory-installed on the jamb
Fastening hardware	Screws and bolts required for handle and hinge installation



Slab-only orders and specialty configurations

Slab-only: warranty covers the door panel and its finish only. Frame, casing, and hardware are not included and not

covered.

French door sets: each leaf is covered individually under the same terms; the pair is treated as two door units.

Pocket doors: warranty covers the slab and all supplied track hardware. The pocket rough-in frame is covered only if supplied by SartoDoors.

Barn doors: warranty covers the slab and the supplied rail and hanger set.

Bifold and bypass closet doors: all slabs and track hardware in the kit are covered.

Hidden doors: the slab, hidden frame system, magnetic latch, and concealed hinge mechanism are all covered.

2. What Is Covered

SartoDoors stands behind the quality of its products. The following defects are covered when they appear under normal residential use within the Warranty Period.

2.1 Door Slab — Finish and Structure

- Warping or twisting of the door panel exceeding 3/16 in. (5 mm) measured diagonally, under normal indoor humidity (35–65% RH) within 24 months of delivery.
- Lifting or delamination of the eco-veneer surface from the substrate, in areas not exposed to localized heat sources (hair dryers, flat irons, steam).
- Peeling, cracking, or loss of adhesion in the factory-applied acrylic finish, where the damage is not attributable to impact, chemical exposure, or abrasive cleaning.
- High-gloss lacquer finish: visible bubbling, crazing, or delamination that originates in the factory application and is not the result of solvent contact or impact.
- Wood veneer delamination, where the door was used in a properly ventilated interior environment with relative humidity maintained within the rated range.
- Manufacturing defects in glass inserts (frosted, clear, or opaque): bubbles, inclusions, distortion, or visible imperfections not present at delivery.
- Failure of the factory-applied sealant between a glass insert and the surrounding door panel, appearing within 12 months of delivery and not caused by liquid contact at the joint.

2.2 Frame, Casing, and Trim

- Structural failure or splitting of the door frame (jamb) under normal residential conditions.
- Finish delamination or peeling of casing and trim profiles, consistent with the finish defects described in Section 2.1.
- Dimensional errors in the frame components that prevent correct assembly per the supplied instructions.

2.3 Hardware — Handle, Latch, Hinges, Track Systems

- Handle set: lever or knob that becomes stiff, loose, or detached under normal use; finish peeling within the warranty period.
- Latch mechanism: failure to retract or engage under normal hand pressure.
- Hinges: failure or visible deformation under the rated door weight and normal residential traffic.
- Privacy lock cylinder or privacy turn-button: failure under normal key operation or normal interior use.
- Barn door hardware: failure of roller, hanger, or track causing the door to derail or cease sliding, where the door weight is within the rated capacity of the hardware.
- Pocket door rail: failure preventing smooth operation, where the cause is not building settlement or an obstruction within the wall cavity.
- Bifold or bypass track: mechanism failure causing the door to bind or jump the track under normal use.
- Hidden door systems: failure of the concealed hinge, pivot mechanism, or magnetic latch under normal residential use.

3. What Is Not Covered

The following situations and damage types fall outside the scope of this warranty. SartoDoors has written these exclusions to be straightforward — they apply when the product is not at fault.

3.1 Environment

- **Interior use only — no exceptions:** SartoDoors interior doors are designed and tested for use inside conditioned living spaces. Installing these doors in a garage, unheated outbuilding, unconditioned basement, or any exterior-facing position will cause irreversible damage and voids all warranty coverage. These doors are not weatherproofed, not UV-stabilized for outdoor exposure, and not structurally rated for exterior wind or impact loads.
- **Humidity outside the rated range:** warping, swelling, shrinking, or finish cracking caused by sustained indoor humidity above 70% or below 20%. SartoDoors doors are rated for 35–65% RH. A bathroom without exhaust ventilation, or a home with no humidification in a dry winter, does not provide the required operating environment. A basic hygrometer is an inexpensive tool for verifying your indoor conditions.
- **Direct heat sources:** finish damage from hair dryers, flat irons, countertop appliances, or sustained direct sunlight through windows onto the door face. The eco-veneer and high-gloss lacquer finishes are sensitive to temperatures above 140°F (60°C).
- **Water at the glass-to-panel joint:** this is the most common preventable claim situation for glazed SartoDoors doors. The joint between any glass insert and the surrounding MDF panel is the most moisture-sensitive point on the door. Cleaning solution, water spray, or condensation that enters this joint will reach the MDF core and cause irreversible swelling that pushes the panel face outward around the glass. This is not repairable and is not a manufacturing defect. Always apply cleaning liquids to a cloth first, and wipe outward from the center of the glass toward — but not into — the joint.

3.2 Assembly and Installation

SartoDoors pre-hung kits ship disassembled. The frame and casing require on-site assembly per the supplied instructions. Damage resulting from assembly errors is not covered, including:

- Door panel binding caused by a frame that was not checked for plumb, level, and square before fastening.
- Hinge pull-through caused by using screws that are too short for the hinge leaf depth, or by stripping screws during installation.
- Panel surface damage caused by the door rubbing against the jamb due to uneven shimming.
- Latch misalignment caused by strike plate installed without adjusting for door reveal.
- Handle bore area damage caused by re-drilling or widening the pre-cut bore in the factory slab.

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:** chips, scratches, cracks, or dents from contact with furniture, door hardware, pets, tools, or any external object. SartoDoors doors are not impact-rated.
- **Improper cleaning:** surface damage from ammonia, bleach, acetone, all-purpose spray cleaners, Magic Eraser on matte or satin finishes, or steam cleaners. The SartoDoors Interior Door Care Guide lists approved cleaning products.

- **Unauthorized changes:** drilling, cutting, painting, or hardware replacement not performed according to the door manufacturer's instructions. Applying adhesive films, decals, or tint to glass inserts voids glass coverage.
- **Normal wear:** scuffs at door-handle height from normal daily use, gradual sheen change in high-traffic areas over time, and minor hardware finish wear are expected and are not defects.

3.4 Product-Specific Situations

- **Third-party hardware:** handles, hinges, tracks, or latches not supplied by SartoDoors as part of the original order.
- **Slab-only doors not painted on all edges:** primed slabs installed without sealing all six surfaces — including the top edge, bottom edge, hinge edge, and lock edge — with finish-grade acrylic paint before installation are excluded from moisture-related coverage.
- **Touch-up painting:** brush-applied touch-up paint will not match a factory spray finish in sheen or surface texture. This is a known limitation of brush application, not a product defect.
- **Accessories purchased separately:** additional handles, hinges, locks, or tracks bought outside the original kit order carry a 2-year warranty from their individual delivery date.

4. Installation and Assembly

SartoDoors pre-hung door kits arrive in separate packages: the door slab, frame components, casing profiles, and a hardware package. The frame requires on-site assembly and installation. No specialized certification is required for warranty coverage. United Porte Inc. offers professional installation in selected US markets — contact sales@sartodoors.com to check availability.

4.1 Before You Begin



Key steps that prevent the most common issues

For primed-only slabs: apply two coats of acrylic paint to all six surfaces — slab faces, top edge, bottom edge, hinge edge, and lock edge — before installation. The bottom edge in particular is exposed to floor moisture and must be sealed.

Keep this door in a conditioned interior space from the day it arrives. Do not stage it in an unheated garage or damp basement — even a few days of improper storage can cause the panel to absorb moisture.

Do not install SartoDoors doors in garages, mudrooms open to the exterior, unheated spaces, or any room where outdoor air, rain, or frost can reach the door.

5. How to Submit a Warranty Claim

All claims must be submitted in writing using the Claim Form in Appendix B. Informal reports by phone call, text, or social media are not formal claim submissions and will not be tracked in our warranty system.

5.1 Try This Before You File

A surprising number of reported issues can be fully resolved in a short phone or email conversation, with no parts and no formal claim. Please reach out first:

- **The door is binding or not closing fully:** this is almost always a hinge or strike plate adjustment, not a defect. Our support team can walk you through it in minutes.
- **The handle feels stiff or the latch doesn't engage cleanly:** typically a strike plate position issue. Resolved on-site in under 10 minutes.
- **There is a small gap at the top corner of the door:** hinge adjustment. No parts needed.
- **A surface mark won't wipe off:** check the SartoDoors Care Guide first — the right method often removes marks that seem permanent.

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** (Appendix B) to sales@sartodoors.com with subject: WARRANTY CLAIM – [Your Order Number].
2. **Acknowledgment** within 48 business hours of receiving your complete submission.
3. **Review** our team evaluates documentation and photographs. Most claims are assessed within 5–10 business days.
4. **Written determination** approval, partial approval, or denial with the basis explained clearly.
5. **Resolution** see Section 6 for remedy options and what to expect next.

5.3 What to Include

- **Completed Claim Form** (Appendix B) with all fields filled.
- **Proof of purchase:** order number, invoice, or purchase confirmation.
- **Proof of delivery date:** shipping confirmation or delivery receipt.
- **Photographs:** at minimum, four clear images — (a) the full door from one side, (b) the full door from the opposite side, (c) a close-up of the specific problem, (d) the wider context of the problem area showing surrounding panel or frame.
- **For handle or latch claims:** a short video (15–30 seconds) showing the mechanism behavior is significantly more useful than photos.
- **For glass-related claims:** photos taken as soon as the issue was discovered. If the glass cracked suddenly, describe the circumstances in detail on the Claim Form.
- **Assembly documentation (if available):** completed Checklist (Appendix A) or the name of your installer.

6. Claim Evaluation, Remedies, and Timeline

Every SartoDoors warranty claim is evaluated against the same criteria and the same terms. The outcome is determined by the documentation and the facts — not by negotiation or relationship. Our goal is to acknowledge every claim within 48 hours and resolve it as efficiently as the situation allows.

6.1 Available Remedies

When a claim is approved, SartoDoors will choose the most appropriate remedy from the following options. The selection is at SartoDoors' sole discretion based on what will most effectively resolve the issue:

- 1. Repair Visit** — a SartoDoors or United Porte technician comes to your home to assess and, where possible, fix the issue on the spot. A Repair Visit is offered first whenever there is a reasonable chance it will resolve the problem. On-site resolution is faster for everyone. Typical outcomes from a Repair Visit: hinge adjustment correcting a binding or sagging door, strike plate repositioning for a latch that won't catch, handle re-seating or tightening, latch lubrication, minor surface touch-up. Available in markets where United Porte operates; contact us to confirm coverage for your area.
- 2. Parts Replacement** — SartoDoors provides replacement components: handle set, latch, hinge, section of casing, glass insert, or door panel section. Standard in-stock parts ship within 2–4 weeks of claim approval. The customer is responsible for installation of replacement parts unless a Repair Visit is arranged alongside the parts delivery.
- 3. Door Replacement** — when a defect cannot be repaired and no replacement part can resolve it, SartoDoors replaces the complete door unit with one of equal or superior specification. The replacement unit carries the remaining term of the original warranty, or a minimum of 90 days from delivery, whichever is longer.

6.2 Repair Visit Details

✓	How a Repair Visit works A Repair Visit is covered under warranty at no charge to you when the claim is approved. Scheduling: a SartoDoors or United Porte representative will contact you within 5 business days of claim approval to schedule a convenient time. What a Repair Visit typically resolves: door binding (hinge adjustment), latch not catching (strike plate), handle loose or stiff, casing gap, minor surface mark touch-up. What requires parts before or after the visit: glass insert replacement, door panel replacement, full handle set swap. The Repair Visit will confirm the scope; parts are ordered immediately after.
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6.3 Resolution Timeline

Step	Target Timeframe
Claim acknowledged	Within 48 business hours of complete submission
Evaluation and decision	Within 10 business days for standard cases
Repair Visit scheduled	Within 5 business days of approval (where United Porte operates)
In-stock replacement parts dispatched	Within 2–4 weeks of approval
Made-to-order parts from European factory	Up to 4 calendar months from approval

Full door replacement	Up to 4 calendar months, subject to model and production schedule
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A note on the 4-month timeframe

SartoDoors doors are made to order in Europe. Replacement panels, glass inserts, and complete doors in specific finishes, sizes, or configurations are not warehoused domestically in large quantities.

When your replacement needs to be manufactured and shipped from Europe, four months is an honest and realistic estimate. SartoDoors will give you a written delivery date estimate within 5 business days of approval and will update you promptly if that date changes.

We do not consider a claim closed until your remedy is in your hands and the issue is resolved.

7. Limitation of Liability

TO THE MAXIMUM EXTENT ALLOWED BY APPLICABLE LAW, THE REMEDIES IN SECTION 6 ARE YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS WARRANTY. SARTODOORS AND VDOM INC. SHALL NOT BE LIABLE FOR:

- Any incidental, consequential, indirect, special, or punitive damages — including loss of use, property damage to adjoining surfaces, or any other loss arising from the failure of a SartoDoors product — even if SartoDoors was made aware of the possibility of such damages.
- The cost of removing or reinstalling flooring, wall finishes, paint, or other materials that must be disturbed to perform warranty repair.
- Delays in delivery of replacement components caused by international manufacturing and shipping lead times as described in Section 6.3.

Some states do not permit exclusion or limitation of incidental or consequential damages, or restrictions on the duration of implied warranties. These limitations may not apply to you in full. This warranty gives you specific legal rights; you may also have other rights that vary by state.

8. Governing Law and Dispute Resolution

This warranty is governed by the laws of the State of New York, without regard to conflict of law rules. Any dispute arising from this warranty that the parties cannot resolve through direct communication will be submitted to binding arbitration before the American Arbitration Association (AAA) under its Consumer Arbitration Rules, in Richmond County, New York. The arbitrator's decision is final and binding on both parties. Either party may separately seek injunctive or equitable relief from a court of competent jurisdiction where necessary to prevent irreparable harm. Nothing in this warranty limits any rights you may have under applicable consumer protection law.

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		
Rough opening width: door width + min. 2 in.	____ / Fail / N/A	Measured: ____
Rough opening height: door height + min. 1.5 in.	____ / Fail / N/A	Measured: ____
Opening plumb: max 1/8 in. deviation	Pass / Fail / N/A	
Wall thickness matches jamb depth	Pass / Fail / N/A	Wall: ____
Door slab inspected for damage on delivery	Pass / Fail / N/A	
Primed slab: all six surfaces painted with acrylic before install	Pass / Fail / N/A	
Door stored in conditioned space since delivery	Pass / Fail / N/A	
FRAME ASSEMBLY		
Frame assembled per SartoDoors instructions	Pass / Fail / N/A	
Frame square: diagonals equal within 1/8 in.	Pass / Fail / N/A	Diag: ____
Both jambs plumb	Pass / Fail / N/A	
Head jamb level	Pass / Fail / N/A	
Frame shimmed evenly: hinge side and lock side	Pass / Fail / N/A	
Shims secured before final fastening	Pass / Fail / N/A	
HINGES		
Hinges installed per instructions (mortised or surface-mount)	Pass / Fail / N/A	
All hinge screws fully driven — no stripping	Pass / Fail / N/A	
Door slab swings freely with no binding	Pass / Fail / N/A	
Reveal consistent around door perimeter (approx. 1/8 in.)	Pass / Fail / N/A	
HARDWARE		
Handle bore not re-drilled or modified	Pass / Fail / N/A	
Handle installed per instructions	Pass / Fail / N/A	
Latch extends and retracts smoothly	Pass / Fail / N/A	
Strike plate positioned: latch catches cleanly	Pass / Fail / N/A	
Lever operates without stiffness	Pass / Fail / N/A	
Privacy lock turn-button and exterior release pin tested	Pass / Fail / N/A	
Magnetic catch installed and aligned (if included)	Pass / Fail / N/A	
CASING AND TRIM		
Casing fitted to both faces, gaps within 1/8 in.	Pass / Fail / N/A	
FINAL		

Door closes and latches without force	Pass / Fail / N/A	
No contact with frame at top, hinge side, or lock side	Pass / Fail / N/A	
Customer demonstrated door operation and confirmed acceptance	Pass / Fail / N/A	

Order / Job Number:	
Installation Address:	
Door Model:	
Door Configuration:	Swing / French / Pocket / Barn / Bifold / Bypass / Hidden / Other
Date of Installation:	
Installer Name:	
Installer Contact (phone / email):	
Installer Signature:	
Date:	
Customer Name:	
Customer Signature:	
Date:	

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

Full Name:	
Phone:	
Email:	
Installation Address:	
Preferred Contact Method:	Email / Phone

SECTION B — Order and Product Details

SartoDoors Order Number:	
Where Purchased:	United Porte Inc. / Amazon / Home Depot / Other: _____
Invoice or Confirmation Number:	
Date of Delivery:	
Date of Installation:	
Door Configuration:	Swing / French / Pocket / Barn / Bifold / Bypass / Hidden
Door Finish:	Eco-Veneer / Acrylic Paint / High-Gloss / Wood Veneer / Primed
Glass Insert?	Yes (type: _____) / No
Who Installed?	United Porte Inc. / Contractor / Self-installed / Unknown
Installer Name:	
Assembly Checklist completed?	Yes (attach if available) / No / Unknown

SECTION C — Description of the Issue

Date issue first noticed:	
Which part is affected?	Slab face / Frame/jamb / Casing/trim / Handle / Latch/lock / Hinge / Glass / Track or rail / Other
Describe what you observe (what you see, not what you think caused it):	
Room where door is installed:	Bedroom / Bathroom / Kitchen / Living room / Closet / Hallway / Other
Bathroom or high-humidity room?	Yes — exhaust fan present: Yes / No / No

Cleaning products used on the door:	
Has anything changed since delivery?	(painting, renovation, humidity issues, impact events)
Any impact event?	Yes (describe): _____ / No
For latch or handle issue — describe the exact behavior:	
For glass — describe when and how the issue appeared:	
Have you attempted any repair or adjustment?	Yes (describe): _____ / No

SECTION D — Documentation Checklist

Item	Included?
Photo — full door, one side	Yes / No
Photo — full door, opposite side	Yes / No
Photo — defect close-up	Yes / No
Photo — wider context	Yes / No
Video (for handle, latch, or track issues)	Yes / No / N/A
Proof of purchase	Yes / No
Proof of delivery date	Yes / No
Completed Assembly Checklist	Yes / No / Not available
Additional photos or supporting documentation	Yes / No

SECTION E — Declaration

By submitting this form, I confirm that all information provided is accurate to the best of my knowledge. I understand that submitting materially false or misleading information in connection with a warranty claim may result in denial of the claim and cancellation of warranty coverage for this unit.

Signature:	
Date:	

SartoDoors

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