

Limited Lifetime Warranty for Luxeline and Ecoline Modern Interior Doors

Glenview Doors products are constructed to enhance your home with their beauty and strength for many years to come. This limited lifetime warranty is effective for all Luxeline and Ecoline Interior door products manufactured by Glenview Doors on or after April 16, 2025. Any previous warranties will be honored on products manufactured before this date. You can find maintenance, handling, and installation recommendations at www.GlenviewDoors.com.

Scope of This Limited Warranty:

If your Glenview Doors product exhibits any performance problems due to a defect of the material or craftsmanship during the time periods referenced below, Glenview Doors will, at its option, either repair the product or part, replace the product or part, or refund the purchase price of the product or part.

Start Date: This limited warranty begins on the date the final invoice is issued.

Glass: All glass inserts are warranted to be free from stress cracks for five (5) years. The term “stress cracks” refers to cracks that appear without signs of impact.

Frame: Our door frames are warranted to be free from defects for ten (10) years.

Finish: We warrant the finish against fading, peeling, flaking, and blistering for ten (10) years. Please note that maintenance of the finish is required. Please read the care instructions for more details.

Hinges: We warrant all hinges to be free from defects for ten (10) years.

Warp: For doors up to 42” x 96”, we warrant our door slabs to be free from warp, twist, bow, or cupping over ¼” for ten (10) years.

Wood Cracks: We warrant all wooden door slabs to be free of cracks and surface checks over 1/32” in width and/or 2” in length for ten (10) years.

Delamination: We warrant all wooden products to be free of delamination for ten (10) years.

Fire Rated: We warrant all Luxeline 20-minute fire rated doors to be free of material defects and manufacturing issues for ten (10) years. We provide assurance that the door will meet its 20-minute fire resistance rating for the duration of the warranty, provided it is properly installed, not altered or improperly modified.

Terms:

Transferability: This limited warranty can be transferred once from the original purchaser to the next owner. Please note that documentation of the transfer and documents of the original purchase with the sales order number is required for a warranty claim.

Labor: This limited warranty does not cover the labor to install, remove, refinish, transport, repair, dispose of, or replace any products or parts.

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Procedure to make a warranty claim: Report any issues or warranty claims to the Glenview Doors Dealer where the product was originally purchased. Your report must be made within 30 days of the issue appearing and before any attempt to repair. Claims must be made during the term of the warranty. Claims made after the term of the warranty will not be accepted.

Replacement: If your warranty claim is accepted and Glenview Doors chooses to replace a component or part the replacement provided will be the same specifications as the product originally purchased. If the original product is no longer available, a similar quality product will be selected. Replacement parts are warranted for the remainder of the term of the original warranty.

Refund: If the claim is accepted and Glenview Doors chooses to refund the product part or component, the refund amount will be based on the original purchase price.

Deferral: Glenview Doors may elect to defer resolution on claims related to warp, twist, bow, or cup exceeding ¼" for up to 12 months from the date of claim to allow for acclimation.

Failure to report: Glenview Doors reserves the right to deny a claim if an issue is not reported within 30 days and the delay results in further deterioration, exacerbation of a problem, or causes a more complex or costly resolution.

Occupancy: The residence in which the door is located must be regularly occupied during the entire duration of the warranty. If the residence is left unoccupied for six consecutive months or more, the warranty will be voided.

Items NOT Covered by the Limited Warranty:

In addition to any other limitations or exclusions in this Limited Warranty, the following items or conditions are not within this Limited Warranty and Glenview Doors shall have no obligation for the following:

Normal Wear and Tear: Including but not limited to damage to gum seal, surface abrasions from use and natural weathering, and changes to hardware finishes. Natural weathering can appear as patina, corrosion, and tarnishing on any surface, including metal.

Third-party products: Glenview Doors does not warrant any third-party or after-market products not provided by Glenview Doors including but not limited to lockset handles and hardware, pet doors, noise- reduction accessories, and security systems. Please contact the manufacturer of those products for their warranty.

Misuse, Negligence, or Abuse: Failing to follow handling, installation, storage, or maintenance instructions, or any action which could result in damage, injury, or financial loss.

Alterations or Modifications: We do not warrant any damage resulting from specialty modifications. This includes but is not limited to refinishing, trimming, and cut downs.

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Improper installation: Improper installation includes fit, function, or alignment issues related to incorrect or inadequate installation or improper construction of the surrounding building impacting the performance of the door; installation of a door in a condition where it does not meet applicable building codes or requirements; or installation into an environment that exceeds the product's specifications or design.

Exposure: Damage caused by leaving the product or components exposed to the elements before, after, or during installation or using these interior doors for an exterior application.

Humidity: Damage caused by extremely high (greater than 60% relative humidity) or low humidity (lower than 30% relative humidity).

Wood: Variation in color, texture, and grain pattern cannot be controlled. Color and texture may change over time and are not considered a defect.

Glass: Slight imperfections, distortions, or subtle color variations that do not materially diminish the strength or performance of the glass.

Improper cleaning: Use of improper cleansing products or methods including, but not limited to, harsh cleansers, brick wash, power washers, razor blades, and solvents.

Location: This Limited Warranty applies only to products installed in the continental United States.

Disasters: Damage caused by extreme weather events or third parties outside of Glenview Doors' control. These include but are not limited to fire, tornado, flood, hurricane, snow buildup, earthquake, war, insurrection, or civil unrest.

Commercial Applications: Modern Interior Doors used in a commercial application carry a 5-year, non-transferable, limited warranty subject to the same conditions and exceptions detailed above.

How Long the Warranty Lasts and What Glenview Doors Will Do:

If your Glenview Doors product exhibits performance problems due to a defect of the material or craftsmanship within ten (10) years of delivery, Glenview Doors will, at its option, either repair the product or part, replace the product or part, or refund the purchase price of the product or part.

After the initial 10-year period, the warranty will continue on a prorated basis for the lifetime of the product. The prorated coverage will be calculated as follows:

- From year 11 through year 20, Glenview Doors will cover 60% of the replacement or repair costs.
- From year 21 through year 30, Glenview Doors will cover 40% of the replacement or repair costs.
- From year 31 onward, Glenview Doors will cover 20% of the replacement or repair costs.

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NO OTHER WARRANTIES OR REPRESENTATIONS

THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL WARRANTIES ARE LIMITED TO THE APPLICABLE STATUTE OF LIMITATIONS, BUT IN NO CASE WILL EXTEND BEYOND THE LIMITED WARRANTY PERIODS SPECIFIED ABOVE. GLENVIEW DOORS EXCLUDES AND WILL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER ARISING FROM CONTRACT, TORT OR OTHERWISE. THE REMEDY OF REPAIR, REPLACEMENT OR REFUND OF THE ACTUAL PURCHASE PRICE OF THE PRODUCT PROVIDED BY THIS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY FOR ANY AND ALL LOSS OR DAMAGE.

THIS LIMITED WARRANTY DOCUMENT GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. IN THE EVENT APPLICABLE STATE LAW PRECLUDES EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES, THE DURATION OF ANY SUCH WARRANTIES SHALL BE NO LONGER THAN, AND THE TIME AND MANNER OF PRESENTING ANY CLAIM THEREON SHALL BE THE SAME AS, THAT PROVIDED IN THE EXPRESS LIMITED WARRANTY STATED HEREIN.

NO DISTRIBUTOR, DEALER OR REPRESENTATIVE OF GLENVIEW DOORS 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 STRUCTURE INTO WHICH THE PRODUCT IS INSTALLED.