



WARRANTY CERTIFICATE

CUSTOM ENTRY DOOR SYSTEM

This certificate confirms that the Door Depot entry door system identified below is covered by the Door Depot Limited Warranty, subject to the warranty period, component coverage, and terms shown on this certificate and on page 2. Keep this certificate with your proof of purchase.

CUSTOMER AND PROJECT INFORMATION

CUSTOMER NAME	WARRANTY ID
INSTALLATION ADDRESS	INSTALLATION DATE
CITY / PROVINCE / POSTAL CODE	PHONE
EMAIL	ORDER / INVOICE NUMBER

DOOR SYSTEM DETAILS

DOOR MATERIAL		
Fiberglass	Steel	Wood
CONFIGURATION		SIDELITES / TRANSOM
Single	Double	French / garden
EXTERIOR FINISH / COLOUR		GLASS / INSERT
HARDWARE / LOCKSET		FRAME / SILL

COVERAGE SUMMARY

COVERAGE BEGINS	WARRANTY STATUS	TRANSFERABILITY
	Active	Non-transferable
	Pending	Transferable once
COMPONENT	TERM	NOTES / LIMITS
Door slab / frame		
Workmanship		
Insulating glass		
Hardware / locks		

ACKNOWLEDGEMENT AND AUTHORIZATION

By signing below, the customer acknowledges receipt of this certificate and the Limited Warranty Terms & Conditions on page 2. Warranty coverage is subject to proper care, timely claim submission, and the applicable terms selected or entered above.

CUSTOMER SIGNATURE / PRINTED NAME	DATE	AUTHORIZED DOOR DEPOT REPRESENTATIVE
	DATE	



LIMITED WARRANTY TERMS & CONDITIONS

Read with the completed certificate on page 1

These terms apply to the Door Depot entry door system identified on page 1. The coverage schedule below is part of this warranty and should be read together with the completed certificate and signed sales agreement.

WARRANTY COVERAGE SCHEDULE

Door slab / frame: Limited lifetime against defects in materials while the original purchaser owns the home.

Workmanship: Limited lifetime for defects in Door Depot's original installation and assembly workmanship while the original purchaser owns the home.

Insulating glass units: 20 years against seal failure. Glass breakage is not covered.

Transferability: Transferable once to one subsequent homeowner when registered with Door Depot within 30 days of transfer. Transferred coverage lasts up to 5 years from the transfer date.

Important: Entry-door coverage only; UPVC or window-specific terms apply only if written in the signed agreement.

1. What is covered

Door Depot warrants the Door Depot-supplied entry-door slab, frame, and materials against defects for the limited-lifetime period shown in the coverage schedule. Workmanship means the quality of Door Depot's original installation and assembly. Covered workmanship is limited to defects attributable to that original Door Depot work. Insulating glass units are covered for 20 years against seal failure only. Hardware, locks, weatherstripping, sills, and other components are covered only when a term is written on page 1 or in the signed sales agreement.

2. Warranty period

Coverage begins on the installation date shown on page 1, unless the signed sales agreement states another start date. Limited-lifetime coverage for the door slab, frame, materials, and Door Depot workmanship lasts while the original purchaser owns the home. The warranty may be transferred once to one subsequent homeowner if registered with Door Depot within 30 days of transfer; transferred coverage lasts up to 5 years from the transfer date and does not restart or expand the original coverage. A replacement component is covered only for the remainder of the applicable coverage period unless Door Depot confirms otherwise in writing.

3. Door Depot remedy

For an approved claim, Door Depot may, at its reasonable option, repair the affected component, provide a replacement component of equal or comparable function, correct covered installation workmanship, or issue a reasonable credit. Colour, grain, sheen, glass texture, and other appearance differences may occur between an original component and a replacement.

4. Exclusions

This warranty is void if the unit is not installed according to Door Depot instructions or is damaged during installation. It does not cover normal wear and tear; accidental damage; misuse, abuse, vandalism, or negligence; glass breakage; scratches or dents after delivery; fading or colour change caused by exposure or failure to maintain the finish; improper cleaning or refinishing; alterations or repairs not authorized by Door Depot; building movement or settlement; condensation; water entry caused by building conditions, drainage, or lack of maintenance; damage from storms, fire, flood, salt exposure, animals, acts of God, or other events beyond Door Depot's control; or components supplied or installed by third parties unless expressly included on page 1.

5. Owner responsibilities

The owner must inspect the door system at installation, keep the sill and drainage paths clear, maintain weatherstripping and finishes according to Door Depot care instructions, and use the door and hardware as designed. Do not refinish, alter, or discard a component involved in a claim before Door Depot has had a reasonable opportunity to inspect it.

6. How to make a claim

Submit the claim to Door Depot as soon as reasonably possible after discovering the issue. Include the Warranty ID, proof of purchase, installation address, installation date, a description of the problem, and clear photos. Contact: info@doordepot.shop, (647) 471-7060, 1-888-686-3828, or 4031 Chesswood Drive, North York, ON M3J 2P6. Door Depot may request an in-person inspection before approving a remedy.

7. Limitations

This warranty is limited to the remedies stated above. To the extent permitted by applicable law, Door Depot is not responsible for indirect, incidental, or consequential losses. This warranty does not remove any non-waivable rights available under applicable Ontario or Canadian consumer protection law. The signed sales agreement and any written warranty rider are part of the warranty record.

CLAIM CHECKLIST

Proof of purchase

Clear photos

Warranty ID

Description of issue

Installation date

Keep this certificate with your invoice.