

Patio Pet Doors Come with a 15-Year Warranty



To the original purchaser, Pet Door Products warrants this product and all of its component parts to be free of defects in materials or workmanship for a period of 15 years from the date of delivery to the customer. subject to the following exclusions:

Damage caused by accident, improper installation or maintenance, acts of God, neglect, modifications to the product, abuse or normal wear, including damage by pets or glass breakage, is specifically excluded from this warranty.

The pet door (flap) component part of this product is manufactured by a third party manufacturer, Endura Flap, and is therefore specifically excluded from this warranty. Customer is notified that Endura Flap offers an independent 15-year warranty as separately detailed. Instructions for making claims under the Endura Flap warranty is provided below. This limited warranty applies only to the repair or

replacement services described below, is exclusive and in lieu of all other warranties or remedies.

Instructions to Make Claim Under Limited Warranty

Pet Door Products Limited Warranty on Glass Components

- To make a claim under the PDP Limited Warranty (for example, due to glass problems such as manufacturer material scratches, material blemishes, and other material defects), Customer must **send an email to info@petdoorproducts.com with pictures showing the problem including a written explanation of the problem**. Customer must include Customer's name, job address, evidence of purchase, and phone number. If the problem is covered by the PDP limited warranty described above, PDP will endeavor to perform the required warranty work within four (4) weeks of receipt of the claim. PDP RESERVES THE RIGHT TO INSPECT ANY AND ALL PRODUCTS BEFORE HONORING ANY CLAIM.

Endura Flap Limited Warranty for Flap Components

- As stated above, PDP does not warrant the pet door component part. To make a claim under the Endura Flap limited warranty (with respect to pet door problems), Customer must **send an email to courtnie@petdoors.com with pictures showing the faulty flap including a written explanation of the problem**. Customer must include Customer's name, job address, evidence of purchase, and phone number. If the problem is covered by the Endura Flap limited warranty, Endura Flap will mail the damaged component part to the Customer directly. However, please be aware that labor is not covered under the Endura Flap limited warranty. (Instead, the replacement parts are designed to be replaced by the Customer, and Endura Flap provides online video instruction to replace the faulty parts.) Finally, please be aware that if your pet has chewed up a portion of the flap, it will not be covered by either PDP or Endura Flap. However, replacement parts can be ordered in such event from Enduraflap.com

Contact Pet Door Products today at [1-435-241-6003](tel:1-435-241-6003) for a Free Sliding Glass Pet Door Estimate or with further questions on our warranty.

Pet Door Products

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