



FOR THE PROFESSIONAL \* CUSTOMER SERVICE \* CAREERS \* OUR COMPANY \* SEARCH:

LEARN THE BASICS

PELLA PRODUCTS

FIND A STORE

INSTALLATION HELP

MAINTENANCE TIPS

WINDOWS

PATIO DOORS

ENTRY DOORS

STORM DOORS

UNIQUE FEATURES

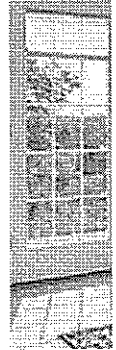
PHOTO GALLERY

WARRANTY

# Pella Warranty Information

Home > Pella Products > Warranty Information

- Pella EnduraClad Wood Warranty
- Entry Door Warranty
- Storm Door Warranty



## PELLA WARRANTY INFORMATION

\*Always read the Pella Limited Warranty before purchasing or installing Pella® products.

### Pella® Storm Door Limited Warranty

Congratulations on choosing a Pella storm door to protect and beautify your home. This superior quality door has been designed to give you years of trouble-free service, and you are protected by this limited warranty:

Pella warrants to the **original homeowner purchaser** of this storm door that it will, without charge to the purchaser, repair or exchange, at its option, any door determined to be defective in material or workmanship for 20 years after the purchase date. The purchaser will be responsible for transporting the door to and from the nearest Pella storm door dealer. Should the door be determined to defective in material or workmanship **after** 20 years from the purchase date, the original purchaser may buy one new Pella storm door at 50% off the then-current manufacturer's suggested retail list price for as long as the original purchaser owns the home on which the door was installed. The purchase must be made directly from the factory, and all transportation charges are the responsibility of the purchaser.

Should the door be determined to be defective and the purchaser incurs a reinstallation cost within **three years of the purchase date**, he or she may be reimbursed for these costs up to a maximum of \$25.00, upon furnishing a copy of the invoice for the reinstallation costs.

As a condition of this warranty, it is required that the door be used for residential use only in an owner-occupied home, that it be installed properly as an operating door according to manufacturer's instructions, and that it not be altered in any way. For multi-unit housing applications, ask your dealer for a copy of the appropriate warranty or phone Pella's Customer Service Department at the phone number listed below. This warranty is not transferable.

To make a claim under this warranty, you should:

- a. Call our Customer Service Department at 1-888-646-5354, or write to Pella Storm Door, 2333 Eastbrook Drive, Brookings, SD, 57006, USA.
- b. Furnish the original or a copy of the sales receipt or other



documents showing the original purchase date and that you are the original purchaser of this door. Exchange is limited to supplying a replacement door of comparable size, style, and original color and does not include any cost of removal or installation except as noted above.

We will do our best to contact you with seven (7) days after your inquiry reaches us.

The warranty on the latch set and air closer is one year and any labor charges are not covered. This warranty excludes all damages to glass and screen. This warranty does not cover problems caused by improper storage, handling, installation, use, modification or maintenance, by Acts of God or by accidents, including accidental glass breakage. It does not apply to normal wear or discoloration of finish; finish problems caused by mechanical damage or abrasion; normal effects of sun or weather, including acid rain, salt spray, or other corrosive elements; damage caused by severe wind; or damage caused by customer abuse or neglect. Oil-Rubbed Bronze is a living finish that will develop its own unique patina with use and is not covered under the Lifetime Finish Guarantee. Bright Brass, Antique Brass, Brushed Brass and Satin Nickel hardware is guaranteed not to tarnish and carries a lifetime finish warranty for as long as the purchaser owns their home.

**THIS WARRANTY EXCLUDES ALL INCIDENTAL AND CONSEQUENTIAL DAMAGES.** Nothing in this document shall give rise to or extend the period of any warranties implied under state or provincial law, and no implied warranty shall extend beyond the periods covered by this written warranty. Neither Pella Corporation nor any seller of Pella® products will be responsible for incidental or consequential damages that may result from a product defect or malfunction. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may have additional rights which vary from state to state.

Effective March 1, 2005.

©2005 Pella Corporation. All Rights Reserved