

Limited 5 Year Glass, 10 Year Door Warranty

Our Warranty to you...

GlassCraft Buffalo Forge ThermaPlus door slabs and entryways are designed to create lasting value and beauty for your home, and this warranty is effective for all fiberglass door slabs and systems sold by GlassCraft on or after January 1, 2014 for use in a residence installed in the United States. Any previous warranties will continue to apply to door products manufactured by us prior to this date. For additional information, including care and maintenance, installation and finishing instructions, or to report a warranty claim, see your dealer or refer to www.glasscraft.com. This warranty does not cover door hardware such as thresholds, hinges and lock sets. The factory applied finish on this ThermaPlus door is covered by a separate warranty.



We warrant that, subject to the conditions and exclusions stated below, each ThermaPlus steel door or its glass panel or wrought iron grill will be free from defects in material and workmanship which would render the product unfit for normal and recommended use and service when correctly installed and maintained into a home in the continental USA. GlassCraft Door Company ("GlassCraft") warrants this product only to the first purchaser of the product for purposes other than resale, or to the original purchaser of the residence into which such door is installed. This warranty covers defects which become evident during the period outlined below, provided that the owner gives written or electronic notice of the defects to GlassCraft Door Company, 2002 Brittmoores, Houston, Texas 77043, within the applicable time period. This warranty constitutes the sole and exclusive warranty offered by GlassCraft Door Company: it is not transferable, and no dealer, distributor, or representative of GlassCraft has the authority to modify or expand this warranty.

ThermaPlus Doors

GlassCraft Door Company offers a limited 10-year warranty for all ThermaPlus doors and/or entryways from the date of first purchase from GlassCraft of the product; this warranty assuring that product, for this period, is of good material and workmanship and free from defects that would render the product unserviceable or unfit for the ordinary, recommended use. The following shall not be considered defects in material or workmanship, and are not covered by this warranty:

1. Damage caused by improper trimming of the door slab. Doors must not be trimmed more than 0.25" on the sides or top edges, and not more than 1.5" on the bottom edge.
2. Warp of up to 1/4" in any plane of the door for any 6'8" tall door up to 36" wide. Warp of up to 3/8" in any plane of the door for doors taller than 6'8" and up to 8 foot tall and up to 42" wide. A bow or nonalignment in the frame or jamb in which the door is hung is not covered.
3. Normal wear of the door and the physical appearance of the door are not covered. General wear and tear, including wear of weather stripping, door bottom sweep, lock sets, or thresholds.
4. Glass breakage or glass damage for any reason. The physical appearance of a glass panel is not covered by this warranty.
5. Rusting or metal deterioration or appearance of wrought iron or steel, or screws that are attached to wrought iron.
6. Damage caused beyond the control of GlassCraft, including but not limited to damage caused by misuse, negligence, abuse, accident, or mishandling, or by fire, flood, earthquake, hurricane, storm, tornado, or other acts of nature. In addition, water penetration due to pressurized water application from a water hose or sprinkler systems is not covered. Leakage in any door around a "speakeasy" door opening is not covered. Or damage resulting from the installation of a storm door with the GlassCraft steel door.
7. The locking or mechanical mechanism.
8. Damage caused by improper installation, or storage, or handling of the door. Damage caused by building settlement of walls or foundations, or inadequate overhangs.
9. Product reinstalled after removal from its originally installed location.
10. Damage caused by harsh environmental conditions including for example, substantial exposure to salt spray, or other unnatural conditions such as exposure to harsh chemicals or solvents such as acidic washers, stucco leach, or abrasive cleansers.
11. Damage caused by vandalism or domestic or non-domestic animals.

12. Any labor or removing, installing, or replacing product or other materials.
13. Any products not installed or sold in the USA.

Glass Panels & Wrought Iron Grilles

GlassCraft Door Company does not warrant any product against glass breakage or glass damage for any reason. The following Glass Panel warranty shall be void if the unit has not been stored, installed, and maintained in a good and workmanlike manner, or if the damage is resulting from exposure due to installation in an unprotected opening, such as an installation without sufficient roof overhang protection, which causes the door and glass panel to be exposed to an unusual amount of direct sunlight and/or precipitation.

“IG” Insulated Glass Panels Your Insulated Glass panel, for a period of 5 years from the date of purchase, is warranted against any material obstruction of vision through the Unit due to the accumulation of dust, moisture, or film on the internal surface of the glass caused by failure of the Unit’s edge seal due to defects in material or workmanship, under normal conditions. This warranty shall be void 1) if the unit has not been stored and installed in a good and workmanlike manner, 2) if the Unit is installed in high moisture environments (such as green houses or swimming pool enclosures), or 3) if film, shades, blinds, a storm door, or any foreign materials are used on or near the surface of the Unit.

Wrought Iron Grilles GlassCraft Door Company does not warrant any wrought iron product against rusting or metal deterioration, or the appearance of the decorative wrought iron grilles.

Claims Procedure and Limit on Remedies

All warranty claims must be presented as outlined above, within the warranty period. We will not honor warranty claims made prior to payment in full for the warranted product. Upon validation by GlassCraft of any warranty claim, we will (at our option):

- 1) provide a replacement at no cost to the customer, and return it to the customer, FOB GlassCraft in Houston, TX., or
- 2) refund the purchase price paid for the product by the original purchaser of the product from GlassCraft Door Company, or
- 3) offer a replacement at a cost of 25% of the current list price of the product, and return it to the customer, FOB GlassCraft in Houston, Texas, or
- 4) repair the product

We reserve the right to inspect any product that is alleged to be defective. GlassCraft may require that the purchaser return the product to GlassCraft in Houston for inspection. Or we may choose send a company or field representative to inspect the product in the field, in which case we must be given at least a thirty-day opportunity to do so. All freight costs to and from GlassCraft for a warranty claim are the responsibility of the purchaser. Repaired or replaced products are warranted only on the same terms and for the remainder of the Warranty Period.

THIS CONSTITUTES THE PURCHASER’S SOLE AND EXCLUSIVE REMEDY UNDER ANY CLAIM OR THEORY OF LIABILITY. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, ARE EXCLUDED. GLASSCRAFT SHALL NOT BE LIABLE FOR CONSEQUENTIAL, INDIRECT, OR INCIDENTAL DAMAGES OF ANY NATURE INCLUDING, WITHOUT LIMITATION, LABOR COST OF ANY KIND ARISING FROM OR IN CONNECTION WITH AN ALLEGED BREACH OF ANY WARRANTY OR NEGLIGENCE ON THE PART OF GLASSCRAFT DOOR COMPANY. IN NO EVENT SHALL GLASSCRAFT PAY FOR THE COST OF LABOR, INSTALLATION, REMOVAL, DISPOSAL, OR FINISHING OF A REPLACEMENT OR ORIGINAL DOOR OR GLASS PANEL OR FOR ANY OTHER COST RELATING THE REPLACEMENT OF A DOOR OR GLASS PANEL, ALL OF WHICH SHALL BE THE SOLD RESPONSIBILITY OF THE PERSON MAKING THE WARRANTY CLAIM.

This warranty is effective for products sold after April 1, 2016.

IMPORTANT: Components and handle sets are not covered by this Warranty.