PRODUCT WARRANTY
Marvel Doors and Windows LTD.

WARRANTY COVERAGE

At Marvel Doors and Windows, we understand that investing in doors and windows is a significant decision, that is why we are committed with providing you with unparalleled quality and assurance. With our unwavering dedication to excellence, we proudly offer a comprehensive warranty that safeguards your purchase for up to 25 years depending on product. This warranty can also be transferred to a new homeowner, given the original warranty is provided in writing.

Vinyl Frames

- *Marvel Doors provides a full 25-year warranty on all vinyl frames and welded corners from wraps peels, and chips. This warranty covers all extrusions and profiles manufactured by Marvel Doors. All defects in workmanship and materials is covered excluding damages resulting from regular use wear and tear, natural weather elements, aging product, and usage of products in any manner they were not intended for.*

Insulated Glass

- *From the manufacturing date, glass units are covered for 10 years. This warranty covers defects from a failed seal causing obstruction of vison due to film or dust formation on the glass unit under normal use and conditions. Any failure in the seal caused from cracks, chips, scratches are not covered. Any failures in seal due to improper handling, storage, and installation are not covered. Warranty is valid for glass units under 60sqft. This warranty does not cover damages resulting from failure to remove protective film at the time of installation.*

Hardware

- *Hardware on all Marvel Doors products are covered for 10 years from the date of manufacturing. This warranty covers all locks, mechanisms, handles, cranks, hinges, and rollers under normal conditions they were made for. Defects in workmanship and materials are covered in this warranty. Replacement parts and service calls are covered in this warranty. This warranty excludes any damages resulting from normal wear and tear, improper handling, aging product, and usage of product in any manner it was not designed for.*

All persons, entities, and organizations conducting any business with Marvel Doors and Windows LTD (Marvel Doors LTD.) acknowledges this agreement as terms of sale.

Workmanship

- *This warranty covers any defects in installation or manufacturing that result in air leaks or water leaks that could cause material damage inside its area of intended use. External caulking of window frame is covered within this warranty. This warranty includes service calls for repairs. This warranty excludes any damages caused by natural elements or usage of products in any manner they were not intended for.*

Warranty Voidance

- *This warranty is void on all products on which the installation, manufacturing, and services are not paid in full. Product or installation failure due to excessive temperatures, in house humidity, relocation or removal of products, structural movement, failure to comply with adequate installation practices set out by Marvel Doors, improper handling or storage, damage by third parties who do not represent Marvel Doors, damages from chemicals such as cleaners or solvents, are not covered within this warranty. Daily operation causing damage, any changes in appearance due to aging or weather elements and abused or misused products in a manner they were not designed will void this warranty. Any products installed outside of the Fraser Valley, British Columbia unless committed to by Marvel Doors in writing.*

Making A Claim

Defects found on product must be brought to the attention or Marvel Doors as soon as possible. Notice must be given in writing of all defects. Marvel Doors LTD. reserves the right to ask for the original warranty contract, date of manufacturing of product, and full name and address of the claimant. Marvel Doors LTD. reserves the right for on-site inspections to investigate any defects. If claim falls under the warranty coverage the remedies offered to the client are:

- *Repair or replace defectives products with similar or exact same product with no cost to client. Note: Marvel Doors LTD. will not replace any discontinued products or colour, that is not available. Marvel Doors will not match an existing product that has aged and discoloured overtime. Refinishing is not covered by Marvel Doors.*