



DADO DOOR WARRANTY AND DISCLAIMER ATTACHMENT (Updated 7/3/2016)

Any reference to the term(s) "Owner", "Customer" or "Client" are interchangeable, and may represent either the party or person responsible for placing an order with Dado Door, or the actual owner. In construction, it is typical that Dado Door will be contacted by an architect, developer, builder, designer, or general contractor to initiate the purchase of a Dado Door system. In some cases the actual Owner may not have any contact with Dado Door, but others will function as a agent between Dado Door and the Owner. This warranty and it's provisions are ultimately between Dado Door and the home or business owner that is the ultimate purchaser, unless otherwise agreed that the warranty and provisions are to be between other parties for any particular reason.

Warranty: Standard warranty is three (3) years from date of delivery for parts and labor to replace or repair any aspect of the Dado Door system hardware or electronics. *No provision is made by Dado Door for the removal of any hardware or access to any parts of the Dado Door system that are required to be repaired or replaced. Dado Door does not provide site visits and the customer is responsible to provide someone to assist with diagnosing problems over the phone.

*Although the majority of clients opt to not include access panels to the motor, pulley block, track, door clamps, etc, the client alone makes the decision to include or exclude access to the system should a future need arise to access any part of the system. Due to the nature of the Dado Door system being installed in a manner that is often behind drywall or other closed in structure, unless a prior written agreement specifies an agreement to the contrary: Dado Door will NOT be responsible for the efforts and expense required to access and/or remove any part of the track, motor, belt, clamps, hanger mounts, master controller, wiring, motion sensors, touch panels, keypads, etc associated with the Dado Door automation system.

The customer accepts that there is a risk of future access associated with installing an appliance inside of a closed-in structure with limited access for repair in such an event. The client accepts the risk and expense of such potential access to the system in lieu of the benefits of not having to have access panels visible.

Returns: Due to the custom nature of all glass orders and system configurations, all sales are final and non-refundable unless there is a prior written agreement that specifies conditions for returns. Verbal communications to the contrary are not valid without an accompanying written agreement which reflects a specific invoice number and specific language as to such an agreement, signed by both parties.

Inspection Upon Delivery:

Glass door panels cannot be warranted against breakage after receipt of delivery. It is the responsibility of the customer to insure that the glass door panels are inspected for damage or flaws upon arrive. No returns will be allowed after the glass panels have been accepted by the customer or customer representative that is receiving the shipment.

Customers must inspect all shipments upon arrival for damage, if damage has occurred during shipping, Dado Door must be notified immediately upon inspection so that a claim against the shipper to reimburse the cost of damaged products can be initiated.

System Damages During Shipping: In the event that any part of the Dado Door system arrives damaged, or subsequently does not function properly due to damage by the shipper or any reason that occurs, Dado Door will make a timely effort to remedy the matter, but does not assume responsibility for any delays associated with such damages or malfunction. In the event of the shipper damaging the box or crate containing the glass door panels or Dado Track system components, the customer agrees to provide photographic evidence of such damage, as well as cooperate with any efforts on behalf of Dado Door or the shipper to investigate such a claim. Failure on behalf of the customer or customer representative to comply with efforts to investigate damage may result in the customer assuming the responsibility of damage and replacement costs. Replacement costs of parts shall not exceed the original costs.

Damages During Installation:

Any damage to the Dado Door system or glass door panel that is determined to have been caused during installation due to negligence on the installers part is the responsibility of the customer. Dado Door will repair or replace any system damaged in a reasonable and timely manner. A typical replacement time for any part of the system is stated to be less than 7 business days, barring unforeseen inventory or factory conditions that may cause a longer delay.

Omissions, Oversights, Miscommunications:

Dado Door will attempt to provide up-to-date information regarding installation requirements including framing information, technical information, manuals, guides, programming information, tutorials, or any other document that is required to successfully install a Dado Door system in the most efficient and productive manner. Dado Door does not assume any responsibility or costs for omissions or damages from such omissions. Dado Door will expedite any materials needed to clarify or correct any oversight or omission. The Invoice and it's pricing are the final word on what will be provided to the client.

Disclaimer: Dado Door will not assume any liability, costs, or damages associated with delays in construction/installation due to a system:

- a) arriving damaged by the shipper
- b) system arriving damaged or non functional as a factory default
- c) arriving with parts excluded from the factory as ordered as an oversight, miscommunication in ordering, or other reason.

Dado Door will expedite the process of replacement in the event of damage or omission, usually within several business days.

Consultation, Installation Supervision, Communication, Professional Conduct:

Dado Door may at its discretion offer consultation advice and suggestions to professionals in the construction trade. Dado Door Does NOT offer installation services and is NOT a general contractor (or subcontractor), nor does it make any claims to hold any certificates of (sub)contractor status in any state or territory.

The contractor designated by the Owner assumes all responsibility to insure that any suggestions or advice provided by Dado Door regarding installation, framing, trimming, etc, are reasonable and acceptable and are suitable to the project requirements.

Dado Door is a designer and manufacturer of custom motorized automatic door systems, and does not accept any responsibility as a contractor, subcontractor, on-site consultant, or other role that presumes that Dado Door has any obligation to have a representative present for any reason. Site visits or consultation services may be negotiated in writing, with any expenses approved by the customer.

Dado Door does not currently provide installers. Dado Door may make referrals for contractors that have previous experience installing the Dado Door track systems. However, any contractor performing work at any site is working as an independent subcontractor.

The majority of projects are installed by the project general contractor or his subordinates. In some occasions, Dado Door may be requested to provide information as to installers or contractors that have experience with the Dado Door system.

Dado Door offers installation consultation to professionals at any point during the installation process to facilitate the most efficient, cost effective, and pleasant installation experience.