



Entry Door System 20-Year Limited Warranty*

	Duration		
Door Slab	Factory Installed Glass	Factory Finish	Jamb & Accessories
*Limited 20 yrs	5 yrs - decorative glass 5 yrs - clear glass	2 yrs	1 yr

Warranty Coverage:

Subject to the limitations, exceptions and exclusions contained in this document, HM Group USA warrants to the original purchaser of its entry door systems that, from the date of purchase through the durations specified above, the various parts of the system will be free of defects in materials and workmanship.

Limitations: This limited warranty: (a) is not transferable; (b) does not apply to purchases made for resale or for use outside of the United States.

Warranty Claim Process:

In the event there is a defect covered by the warranty, Customer must follow this warranty claim process.

1. All warranty claims must be submitted to HM Group, USA stating the claimed deficiency.
2. The claim must include the following information:
 - a. Description of the defect and picture if possible.
 - b. Model and type of product that is being described in the claim.
 - c. Proof of purchase
3. HM Group USA, may request to have a representative inspect the claimed defective door, in which they will have 30 days to do so from the date of the Customer's written claim if they choose to do so.

LIMITED WARRANTY REMEDIES:

- If within the applicable LIMITED WARRANTY duration a door system or component is determined by HM Group USA to be defective in materials or workmanship, then in HM Group USA sole discretion, HM Group USA will REPLACE or REPAIR the entry door system or defective components OR will REFUND a percentage of the original amount paid of the entry.
- HM Group USA shall not be responsible for any labor costs or other costs to remove defective products or to retrofit new products or parts
- HM Group USA will not be held liable for any product repaired or replaced without its prior written consent.
- HM Group USA shall not be responsible for finishing costs of new products.
- If HM Group USA elects to refund the purchase price or a portion thereof, the terms of this LIMITED WARRANTY will be prorated from the date of purchase in the following manner: 0-2 years, 100% of the original purchase price; 3-5 years, 75% of the original purchase price; 6-10 years, prorated at 50% of original purchase price; 11-20 years, prorated at 25% of original purchase price; In no event will HM Group USA be responsible for any repair or replacement costs in excess of the original purchase price of the door.
- Prompt notice of claims must be made within the warranty period. Buyer and/or User shall notify HM Group USA immediately, and in no case more than one (1) year after the defect or other basis of a claim covered by this Limited Warranty is discovered or should have been discovered. Any claims otherwise covered by the foregoing warranty, but for which HM Group USA did not receive notice within the one (1) year from the time the problem first became known, shall be barred.
- If you have a warranty claim with a HM Group USA products, immediately upon discovery, contact the distributor or dealer from whom you purchased the product or contact us directly in writing at HM Group USA; 15759 Tapia Street; Irwindale, CA 91706 – 626-214-0833 or via e-mail at info@surerock.us.

Disclaimer: What this limited warranty does not cover:

HM Group USA is not responsible for or makes no warranty as to:

Product failure, loss or damage due to:

- a) Normal wear and tear from product usage or age, including normal wear and tear of weather strip.
- b) Normal wear, fading or discoloration of finish from product usage, age or exposure to direct sunlight. Non-uniform fading or color change is a natural occurrence if the exterior surfaces of the fiberglass door is not equally exposed to the sun and other environmental conditions.
- c) Fading of any kind due to a direct south or western exposure to the sun. (Proper eave overhang needs to be in place to shade the door from direct sun light)
- d) Improper storage, handling, installation, finishing, use, modification or maintenance.
- e) Mechanical abrasion to finishes.
- f) Non-factory applied finishes, applied sealants or caulking. Finishes applied by your local dealer/contractor are not covered by this warranty.
- g) Structural settlement, movement or vibration.
- h) Slight curvature (up to ¼") from corner to corner (covered under the ACH rule) or minor scratches or other minor visual imperfections shall not be considered defects
- i) Damage to glass as a result of installations at elevations above 5,500 feet above sea level.
- j) Damage caused by high in home humidity. (Condensation, frost and mold)
- k) Accidents, including accidental glass breakage, not the fault of HM Group USA, that results in a seal failure.
- l) Damage caused by extreme temperature buildup where a storm door is utilized, storm door must be properly vented to eliminate this temperature buildup.
- m) Improperly installed security systems.
- n) Modification or alternation of the door system without previous authorization in writing by HM Group USA.
- o) Installations or maintenance not conducted in strict adherence with HM Group USA written instructions.
- p) Vandalism, misuse, neglect, impact by foreign objects, act of god, fire, explosion or other casualty.
- q) Air pollutants, including acid rain, and exposure to harmful chemicals or normal weathering caused by exposure to the elements; including salt spray and exposure to coastal weather conditions.
- r) Any other causes beyond the manufacturer's control and not related to the manufacturing process.
- s) Pet damage of any kind.
- t) Application of after-market window films.
- u) Products that have not been paid in full.

Limitation of Liability:

This Limited Warranty sets forth the maximum liability for our products. IN NO EVENT (INCLUDING WHERE THIS LIMITED WARRANTY IS DEEMED NOT TO APPLY TO THE SALE OR PRODUCT IN QUESTION) SHALL HM GROUP USA OR ITS AUTHORIZED DEALER BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES RESULTING FROM THE SALE, INSTALLATION OR USE OF ANY HM GROUP USA PRODUCTS. Some states do not allow the exclusion or limitation of incidental or consequential damages for consumers, so the above limitation or exclusion may not apply.

Limitation of Remedy:

THE EXCLUSIVE REMEDY OF THE BUYER AND/OR USER, AND THE SOLE LIABILITY OF HM GROUP USA AND HM GROUP USA'S AUTHORIZED DEALER FOR ANY AND ALL CLAIMS, LOSSES, INJURIES OR DAMAGES (INCLUDING CLAIMS BASED ON BREACH OF WARRANTY, CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR OTHERWISE) RESULTING FROM THE SALE, INSTALLATION OR USE OF THESE PRODUCTS, SHALL BE, AT THE OPTION OF HM GROUP USA, THE REPAIR OR REPLACEMENT OF THE PRODUCT OR THE RETURN OF THE ORIGINAL PURCHASE PRICE OF THE PRODUCT, AS PROVIDED HEREIN. IN NO EVENT SHALL THE LIABILITY OF THE HM GROUP USA OR ITS AUTHORIZED DEALER EXCEED THE PRICE PAID FOR THE PRODUCT. Replacement products shall be a reasonably similar current product and may not exactly match the original. Even where HM Group USA chooses to repair or replace product within two (2) years of the date of sale, the costs covered by this warranty do not include any labor or material costs associated with finishing space surrounding or adjacent to the repaired or replaced product, including furnishing any trim or other carpentry work. Replacement product provided pursuant to this Limited Warranty shall be subject to the applicable HM Group USA product liability only for the remainder of the original warranty period on the product being replaced. If HM Group USA or its authorized dealer provides any of the remedies identified in the Limited Warranty above (i.e., repair, replacement, of product or refund of the purchase price), then the Buyer and/or User agree that this limitation or remedy shall not have failed of its essential purpose.