



# Limited Warranty for Caliber Access Doors

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## ONE (1) YEAR FULL WARRANTY

True Caliber warrants to the original purchaser of the products covered under this warranty that they will be free of defects in material and workmanship for one (1) year from the date of original retail purchase. True Caliber agrees to repair or replace, at its option, any components parts found to be defective within the warranty period free of charge to the owner.

## 30-DAY COSMETIC WARRANTY

For (30) days from the date of original retail purchase, all parts and components are warranted to be free from cosmetic defects. Any defects must be reported to the selling dealer within thirty (30) days from the date of original retail purchase. This limited warranty excludes damage caused by freight, handling or installation.

## WHAT IS COVERED BY THIS WARRANTY

This warranty applies to appliances subject to normal residential use (i.e., single-family setting). Service must be performed by a Factory Authorized Service Agent as designated by True Caliber during normal business hours.

## WHAT IS NOT COVERED BY THIS WARRANTY

This warranty does not apply to damages due to: storage, transportation, installation, improper use, accident, neglect or abuse, failure to follow product instructions or perform preventative maintenance, unauthorized modifications or alterations, use of non-OEM parts, weather and atmospheric-related conditions, animals or pests (such as insects or rodents), Acts of God, or any other circumstance beyond True Caliber's control.

## This warranty also does not cover any of the following:

- Normal heat discoloration, minor surface rust, surface scratches, and weather and atmospheric related staining typical of an outdoor product;
- Service outside of normal business hours;
- Customer education on how to use the product;
- Service visits to correct the installation;
- Travel time and expenses for Isolated geographic locations (defined as locations not within a 50-mile radius of a Factory Authorized Service Agent or requiring a travel distance or two hours of travel time both ways or any locations that require plane, train, boat, or ferry to reach); and
- All commercial use and any use outside of a normal residential application, such as, but not limited to, in daycare centers, Bed and Breakfasts (including single family residences used as third-party temporary rental or vacation homes, e.g., as an Airbnb), residential care facilities, schools, churches, parks or recreational areas, condominium or apartment complexes, hotels, restaurants, institutional foodservice locations, and any other non-standard applications.

## WARRANTY IS NOT TRANSFERABLE

This warranty is not assignable and applies only in favor of the original purchaser/user to whom delivered. Any such assignment or transfer shall void the warranties herein made and shall void all warranties, express or implied, including any warranty or merchantability or fitness for a particular purpose.

## REMEDY LIMITATIONS

True Caliber's sole obligation under this warranty is limited to repair or replacement of parts. This warranty neither assumes nor authorizes any person to assume obligations on behalf of True Caliber other than those expressly covered by this warranty. True Caliber's liability shall under no circumstances exceed the actual amount paid for the defective product, nor shall True Caliber under any circumstances be liable for any consequential, incidental, special or punitive damages or losses, whether direct or indirect.

**The remedies described in this warranty are the sole and exclusive remedies and True Caliber's entire liability for any breach of this limited warranty. This warranty is in lieu of all warranties expressed or implied and all other obligations or liability in connection with the sale of this product. True Caliber limits the duration and remedies of all implied warranties, including without limitation the warranties of merchantability and fitness for a particular purpose to the duration of this express limited warranty.**

This warranty gives you specific legal rights. You may also have other rights, which vary from state to state. Some states do not allow the exclusion or limitation of consequential damages or a limitation on how long an implied warranty lasts, so the above exclusion or limitation may not apply to you.

## ADDITIONAL TERMS

This warranty applies only to products purchased and retained in the 50 states of the U.S.A, the District of Columbia and Canada. This warranty applies even if you should move during the warranty period as long as the product is still located within the covered geographical area.

## AFTER SALES SUPPORT

For after-sales support, contact True Caliber at **844-849-6179** or [Warranty@true-caliber.com](mailto:Warranty@true-caliber.com).

To submit a warranty claim, email the claim to: [WarrantyClaims@true-caliber.com](mailto:WarrantyClaims@true-caliber.com).

Be prepared to provide your model, serial number, and date of original purchase.

\*Please contact True Caliber for warranty policy on demo units and floor display models as they may vary from this warranty statement.

